

EUROZ HARTLEYS



Entrust

Entrust Wealth Management A division of Euroz Hartleys Limited

Terms and Conditions

Non Retail MDA

Financial Services Guide
Entrust Terms and Conditions
Trading Terms and Conditions
Best Execution Disclosure Document
ASX BookBuild Client Agreement
CHESS Sponsorship Agreement

VERSION 1.6

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A GUIDE TO OUR RELATIONSHIP WITH YOU AND OTHERS

This Financial Services Guide (**FSG**) is designed to assist you in deciding whether to use the services of Entrust Wealth Management, a Division of Euroz Hartleys Limited (ABN 33 104 195 057) (**Euroz Hartleys**) – AFSL Number 230052.

This guide contains important information about:

- The services we offer you
- How we and our associates are paid
- Any potential conflicts of interest we may have
- Our internal and external dispute resolution procedures and how you can access them

Date: October 2022

Version: 1.6

Entrust Wealth Management
A Division of Euroz Hartleys Limited
Level 18, Alluvion 58 Mounts Bay Road
Perth Western Australia 6000
ABN 33 104 195 057
Australian Financial Services Licence 230052

www.entrustwealth.com.au

This Financial Services Guide (“FSG”) dated 15 December 2023 is issued by Euroz Hartleys Limited (“Euroz Hartleys”) (ABN 33 104 195 057), whose contact details are as follows:

Address: QV1
Level 37
250 St Georges Terrace
Perth WA 6000

Postal Address: GPO Box 2777
Perth WA 6001

Telephone: +61 8 9268 2888

Email: info@eurozhartleys.com

Website: www.eurozhartleys.com

The purpose of this FSG is to provide you with a brief summary of the financial services that we provide so as to help you to decide whether to become a client of Euroz Hartleys.

This FSG also provides information about remuneration paid to Euroz Hartleys and to other relevant persons in relation to the financial services provided to clients and provides details about how Euroz Hartleys manages complaints.

Not Independent

Disclosure of lack of Independence under 942B(2)(f) of the Corporations Act

Euroz Hartleys and its representatives are not independent, impartial or unbiased (which are restricted words or expressions under the Corporations Act) in relation to the provision of personal advice to retail clients because Euroz Hartleys and/or its representatives may receive monetary benefits in connection with that advice.

For further information regarding how Euroz Hartleys and its representatives are remunerated, please refer to the fee disclosures made in the Appendices.

It's important to understand that disclosing our lack of independence and detailing our remuneration structure does not reduce our obligation to act in your best interests. If you are a retail client and we provide personal advice to you, we have a duty to act in your best interests when providing personal advice, and are required to provide you with appropriate advice.

WHO IS EUROZ HARTLEYS?

Euroz Hartleys is based in Perth, Western Australia. It holds an Australian Financial Services Licence (AFSL No. 230052) and is a market participant of ASX Limited (“ASX”) and is a participant of Cboe and NSX.

Euroz Hartleys is authorised to provide the following financial services to retail and wholesale clients:

- financial product advice about basic deposit products and deposit products other than basic deposit products, derivatives, debentures stocks or bonds issued or proposed to be issued by a government, life products including investment life products as well as any products issued by a Registered Life Insurance Company that are backed by one or more of its statutory funds and life risk insurance products, interests in managed investment schemes including investor directed portfolio services, interests in managed investment schemes limited to MDA services, retirement savings accounts products (within the meaning of the Retirement Savings Account Act 1997), securities, standard margin lending facilities, superannuation and financial products limited to miscellaneous financial investment products limited to managed investment warrants: to which the definition of derivative in subsection 761D(1) applies that is a financial product of the kind referred to in subparagraph 764A(1)(b)(ii) or 764A(1)(ba)(ii); and that is transferable; and that is a warrant as defined in the Operating Rules of a financial market that is operated by an Australian market licensee and has been admitted to trading status or quotation on a financial market in accordance with the Operating Rules of the financial market (“the Financial Products”);
- deal in a financial product by issuing, applying for, acquiring, varying or disposing of derivatives, interests in managed investment schemes limited to MDA services and securities;
- deal by applying for, acquiring, varying or disposing of the Financial Products on behalf of another person;
- underwriting interests in managed investment schemes and an issue of securities; and
- operate custodial and depository services other than investor directed portfolio services.

OUR RELATIONSHIP WITH OTHERS

Euroz Hartleys Limited is a 100% owned subsidiary of Euroz Hartleys Group Limited (ASX: EZL).

In relation to exchange traded options, Euroz Hartleys uses the services of a broker that is a Participant of the ASX Group. Your trades will be conducted in your name with the broker. Part of the brokerage charged by the broker will be paid to Euroz Hartleys.

Euroz Hartleys has corporate advisory relationships in place with issuers of financial products. Where relevant, the nature of this relationship will be disclosed to you.

DOCUMENTS YOU MAY RECEIVE FROM US

If you utilise our services, you may receive a Statement of Advice ('SOA'), a Record of Advice ('ROA'), a Product Disclosure Statement ('PDS'), a Prospectus or an IDPS Guide.

Statement of Advice

When establishing an account with Euroz Hartleys, you will be asked to provide details of your objectives, financial situation and needs.

If we provide you with personal advice (i.e. advice which has taken your objectives, financial situation and needs into account), we are required to give to you a SOA the first time we provide you with advice. The SOA will contain:

- our understanding of your objectives, financial situation and needs;
- the financial services and/or products we recommended and the reason why;
- our fees, charges and/or commissions; and
- disclosure of any associations we have with financial product issuers or other parties which may have influenced our advice.

Further Advice

If you are an existing client and you receive "further advice" from Euroz Hartleys and your objectives, financial situation and needs have not changed significantly then we may rely on the information we already hold concerning your objectives, financial situation and needs when providing you with further advice.

A Record of Advice ("ROA") may be used to record our "further advice" to you where we have provided you with subsequent advice. You may, by contacting your adviser, request a copy of the ROA at any time, for a period of up to seven (7) years from the date the advice was given to you.

It is important that you give us accurate and complete information regarding your objectives, financial situation and needs as they change from time to time otherwise our advice may not be appropriate for you. A new SOA will only be provided to you if you inform us that your objectives, financial situation and needs are significantly different from what they were when we provided you with a SOA or the scope of the advice you require is different.

Disclosure Documents

If Euroz Hartleys recommends the acquisition of certain financial products by you (or if Euroz Hartleys is taken to be the issuer of financial products in which you are to deal), then Euroz Hartleys will provide you with a PDS, IDPS Guide, or a Prospectus. These documents contain important information about the particular product including the features, benefits, fees and risks associated with that product so that you can make an informed decision as to whether you wish to acquire that product.

Information about remuneration and other benefits

Please see Appendices 1 and 2 for information about remuneration and other benefits that will be received by us as a result of providing financial services to you.

Managed Discretionary Accounts

Where you propose to enter into a Managed Discretionary Account Agreement with us please see the information set out in Appendix 2.

FREQUENTLY ASKED QUESTIONS

Please find below answers to frequently asked questions. Should you have any queries please contact your adviser.

Who is responsible for the advice given to me?

Your adviser will be acting on your behalf as a Financial Adviser of Euroz Hartleys. Euroz Hartleys is therefore responsible to you for any financial services that your adviser provides to you. Euroz Hartleys acts for itself when it provides advice to you.

How may instructions be given?

You may give instructions to us in accordance with the matters set out in our Trading Terms and Conditions.

Do you Trade as Principal?

Occasionally Euroz Hartleys may trade on a Relevant Exchange on its own behalf 'as principal'. This includes transactions by Euroz Hartleys affiliates, directors, company secretaries or substantial shareholders, their immediate family, or their respective investment vehicles. Euroz Hartleys must seek your consent prior to trading as principal with you and we will not charge you brokerage on the transaction.

Do I get detailed information about remuneration and other benefits my adviser gets from giving the advice?

Yes. You have the right to request details of remuneration and other benefits your adviser receives with respect to providing financial advice to you.

How do I get access to my information?

If you decide to invest, Euroz Hartleys will maintain a record of your transactions. If you wish to examine your records, please contact your adviser who will arrange this for you.

Can I trade Shares listed on an International Exchange?

Euroz Hartleys can facilitate clients wishing to trade shares listed on an overseas exchange. Separate terms and conditions and fees apply to this service. Should you wish to trade international shares please contact your adviser who will provide you with further information to access this service. We may engage with other service providers to trade shares listed on an overseas exchange from time to time. If this is applicable to your circumstances, your adviser will provide you with this information and all applicable disclosures and documents that apply to this service.

Who can I complain to if I have a complaint about the financial services that have been provided to me?

If you have any complaint about the financial service provided to you, please contact Euroz Hartleys Complaints Manager on +61 8 9268 2888 or put your complaint in writing and send it to Euroz Hartleys at:

GPO Box 2777 Perth WA 6001 or email compliance@eurozhartleys.com.

Euroz Hartleys will try to resolve your complaint quickly and fairly. If, in your view, you have not received a satisfactory outcome regarding your complaint, you have the right to complain to the Australian Financial Complaints Authority which can be contacted at, GPO Box 3, Melbourne, Victoria 3001, email: info@afca.org.au or phone 1800 931 678 (toll free).

The Australian Securities and Investments Commission also has a free call Infoline on 1300 300 630 which you may use to make a complaint and/or obtain information about your rights.

What compensation arrangements do you have in place?

Euroz Hartleys has professional indemnity insurance arrangements in place that satisfy the requirements for compensation arrangements under s912B of the Corporations Act. This professional indemnity insurance also applies to conduct of employees who are no longer employed by Euroz Hartleys but were at the time of any relevant conduct.

Cboe compensation arrangements

There are two different compensation arrangements that may provide protection for retail investors trading on Cboe: NGF Arrangements or Division 3 Arrangements. On 26 October 2020, Cboe became a member of the SEGC, which operates the National Guarantee Fund (NGF). From 26 October 2020, the National Guarantee Fund (NGF) may apply in the circumstances set out in Division 4 of Part 7.5 of the Corporations Act 2001 and Corporations Regulations 2001. Transitional arrangements apply and these are set out on the SEGC's website at www.segc.com.au. For further information on the National Guarantee Fund and what it covers, please contact SEGC, see the SEGC website and refer to Division 4 of Part 7.5 of the Corporations Regulations 2001 (Cth).

When do the Division 3 Compensation Arrangements apply? Where a retail investor suffers a loss in respect of conduct, a transaction or insolvency that occurred before 26 October 2020, that loss may be covered by the Division 3 compensation arrangements. Section 11 of the Cboe Operating Rules outlines the Division 3 compensation arrangements, including the cessation of the arrangements on 25 October 2027 and the requirement, while the arrangements are in place, to make a claim no later than six months after becoming aware of the loss to which the claim relates. Section 11 also outlines that the losses covered by Division 3 are those resulting from defalcation or fraudulent misuse of your money, property or authority by a Cboe participant.

Member complaints and discipline

Stockbrokers in Australia must satisfy the most exacting regulatory standards of any sector of the financial services industry. Stockbrokers are subject to regulations and standards under the Corporations Act, the Market Integrity Rules, and Exchange Rules, such as ASX, Cboe and NSX Rules. Separate and additional to the above requirements, the Stockbrokers And Investment Advisers Association ('SIAA') is a professional body which sets professional, ethical and educational standards for its members.

The aim of these standards is to give investor's confidence that, when they deal with a member of the SIAA, they are dealing with a person who exhibits the highest level of professionalism and integrity, and the services that they receive will be of a high quality.

SIAA's professional, ethical and education standards are contained in:

- SIAA Code of Ethical Conduct
- SIAA Constitution and Rules
- Standards promulgated by the SIAA Board or a relevant SIAA Committee from time to time.

In order to ensure that its standards are met, SIAA has established a Complaints Handling Process and a Conduct Review and Disciplinary System (CRDS) to investigate and determine complaints against members as well as any other referral involving the conduct of a member.

Lodging a Complaint Against a Member

Complaints may be made in person. You do not need to be a client of a stockbroker to lodge a complaint. The Complaint can also be made in writing using the SIAA Complaints Form and addressed to:

Chief Executive
Stockbrokers and Investment Advisers
Association
Level 2, 74 Pitt Street
Sydney NSW 2000
Or email: complaints@stockbrokers.org.au

The Complaint should identify:

- the Member against whom the complaint is made;
- a description of the complaint; and
- the name and contact details of the complainant.

PRIVACY POLICY AND CLIENT STATEMENT

This policy applies to information collected by Euroz Hartleys Limited (ABN 33 104 195 057) and its related bodies corporate (“Euroz Hartleys” or “we” or “us”). It outlines how we collect and use personal information that we hold about you in accordance with the Australian Privacy Principles contained in the Privacy Act 1988 (Cth) (Privacy Act).

Why do we collect personal information and what personal information is collected?

We only collect personal information that is reasonably necessary for us to provide our products and services. If you do not provide the information that we ask for, we may not be able to provide the products or services you have requested. We may collect information such as your name, address, phone number, email address, tax file number, bank account details, other information that may be required for identification purposes, information about your investments and transactions and other information related to the services we provide.

Sensitive information

We may also need to collect sensitive information if we organise insurance cover for you. Sensitive information includes health information, racial information, genetic information, etc. We will only collect sensitive information that is reasonably necessary for us to perform our functions or activities in advising you and dealing for you.

How personal information is collected?

We will generally collect your personal information in the course of you applying to open an account with Euroz Hartleys. By using Euroz Hartleys services you consent to Euroz Hartleys collecting your information from you or from a person who is acting as your agent. We may also collect information directly from you or your agent, such as when you or your agent provides information by phone, email, in an application form, or when you visit our website. Our website may use programs to record traffic to our website. This allows us to see what information is of most interest to visitors to our website, which in turn enables us to improve our offerings to our customers. Your computer’s web browser will allow you to configure your computer to disable such functionality.

From our Newsletters and publications, we can track usage and reading to see which areas are of particular interest. This enables us to incorporate more articles of a similar nature.

We may also receive personal information from third parties. If we do, we will protect it as set out in the Privacy Policy. You have a right to refuse us authorisation to collect information from a third party.

Sometimes you may provide us with someone else’s personal information, e.g. other members of your family group. You must not do this unless you have their consent to do so. You should also take reasonable steps to inform them of the matters set out in the Privacy Policy.

Are you obliged to provide us with personal information?

You are not required to provide us with the information that we request, or to allow us to collect information from third parties. However, where you choose not to provide us with the information we request, we may not be able to provide you with services that you have requested from us, and we may elect to terminate our arrangement with you. Importantly, if you provide either inaccurate or incomplete information to us you risk obtaining products or services that may not be appropriate or suitable for your needs and you may risk suffering a financial detriment or financial loss.

What happens if we obtain information about you which we have not solicited?

Where we receive unsolicited personal information about you, we will consider if we could have collected the information if we had solicited the information. Where we determine that we could have collected the personal information from you, we will treat your personal information in the same manner as if we have solicited the information directly from you. Where we determine that we could not have collected the personal information, we will destroy the information or ensure that the information is de-identified as soon as practicable.

Use and disclosure of your personal information

Euroz Hartleys may use your personal information for the primary purpose of providing financial services to you, as well as for related purposes such as:

- to verify your identity or transactions which you may enter into with us;
- to administer and manage the provision of our products and services;
- to comply with laws and regulatory requirements including complying with any request made by a governmental authority or regulator, including in connection with legal proceedings or the prevention or detection of fraud and crime;
- to comply with Euroz Hartleys risk management policies and procedures;
- those involved in providing, managing, or administering the products or services you have requested, including those advisers, paraplanners and organisations who work with us; or
- conducting due diligence as part of acceptance of your account with Euroz Hartleys and its related bodies corporate; or
- another purpose related to the primary purpose.

For the purposes we have described, we may disclose your personal information to:

- our suppliers (including service and content providers), contract and service providers, professional advisers, dealers and agents;
- government agencies or individuals responsible for the investigation and resolution of disputes or complaints covering your use of our services and facilities including for example ASIC, AUSTRAC or the OAIC;
- other parties involved in the administration of your investments including securities exchanges, product issuers, investment registries or mailing houses;
- anyone to whom our assets or business (or any part of it) is transferred (or offered to be transferred, subject to confidentiality provisions);
- other entities in the Euroz Group of companies;
- other person or entities where you have otherwise consented or as otherwise required or authorised by law; or
- any person considering acquiring an interest in our business.

We may also need to disclose information to any financial institution you have nominated, other Australian Financial Services Licensees, share registries, the Clearing House Electronic Subregister System (CHES) and the Australian Securities Exchange (ASX) for the purpose of completing transactions on your behalf. In addition, we are required to disclose information to the Australian Securities and Investments Commission and Australian Taxation Office as part of our regulatory reporting.

Do we disclose personal information for marketing?

We may use your personal information to offer products and services that we believe may interest you. We may also disclose your personal information to external service providers who assist us to market our products or services.

We are permitted to use personal information for marketing if the client would reasonably expect us to do so and when the client has been provided with a simple means of opting out of the marketing service.

If you do not wish to receive marketing offers from us please inform us by sending an email to info@eurozhartleys.com.

Government related identifiers

Although in certain circumstances we are required to collect government identifiers such as your tax file number, Medicare number or pension card number, we do not use or disclose this information other than when authorised by law or unless you have voluntarily consented to disclose this information to a third party.

Access and correction and updating personal information

Generally, we will provide you with access to your personal information that we hold within a reasonable time of a request unless an exception applies under the Privacy Act. Where we provide you with access to such information, we may charge you a reasonable fee to cover our costs.

We will take reasonable steps to ensure that the personal information we collect, use or disclose is accurate, up to date, complete and relevant. In the event that you become aware, or believe, that any personal information which we hold about you is inaccurate or incomplete, you may contact us to correct the information.

If we disagree about the correction you have supplied, and refuse to correct the personal information, or if we believe that we are unable to comply with your request, we will give you a written notice to that effect. You have the right to make a complaint if you disagree with our decisions in relation to these matters.

Your Rights under the General Data Protection Regulation 2016/679 (GDPR).

If you are an individual residing in the European Union (EU), you have certain rights as to how your personal information is obtained and used. Euroz Hartleys complies with your rights under the GDPR as to how your personal information is used and controlled if you are an individual residing in the EU.

Except as otherwise provided in the GDPR, you have the following rights:

- a. To be informed how your personal information is being used;
- b. Access to your personal information (we will provide with a free copy of it);
- c. To correct your personal information if it is inaccurate or incomplete;
- d. To delete your personal information (also known as 'the right to be forgotten');
- e. To restrict processing of your personal information;
- f. To retain and reuse your personal information for your own purposes;
- g. To object to your personal information being used; and
- h. To object against automated decision making and profiling.

Please contact us at any time to exercise your rights under the GDPR at the contact details in the Privacy Policy.

We may ask you to verify your identity before we act on any of your requests.

Storage and security of information

Euroz Hartleys stores personal information in a combination of computer storage facilities, paper-based files and other records. We will take reasonable steps to protect personal information from loss, misuse, unauthorised access, modification or disclosure.

Where we employ data processors to process personal information on our behalf, we only do so on the basis that such data processors comply with the requirements under the Australian Privacy Act and GDPR and that have adequate technical measures in place to protect personal information against unauthorised use, loss and theft.

In the event that you cease to be a client of ours, any personal information which we hold about you will be maintained for a period of not less than 7 years in order to comply with legislative and professional requirements.

You acknowledge that personal data that you submit for publication through our website or services may be available, via the internet, around the world. We cannot prevent the use (or misuse) of such personal data by others.

Cross-border disclosure of personal information

We do not currently disclose your personal information overseas, however some third party providers we may engage with from time to time may have registered overseas locations. In the event that we do disclose your personal information overseas, Euroz Hartleys will make reasonable steps to ensure that the foreign recipient will not breach the Australian Privacy Principles and to ensure that they are subject to similar privacy laws that will afford protection in the same manner as the Australian Privacy Principles.

Contacting us and complaints

If you wish to contact us for any purpose regarding this policy including making a complaint about the way we have handled your personal information (including if you think we have breached the Privacy Act) you may do so to our Privacy Officer in writing, by mail or fax to the address or fax number set out below. When you contact us, include your email address, name, address and telephone number and clearly describe your complaint. Our Privacy Officer will investigate the complaint and respond to you promptly.

Euroz Hartleys Limited Privacy Officer

Mailing Address: GPO Box 2777
Perth WA 6001
Street Address: QV1
Level 37
250 St Georges Terrace
Perth WA 6000
E-mail: info@eurozhartleys.com
Telephone: +61 8 9268 2888

If you consider that we have failed to resolve the complaint satisfactorily and you are an individual located in Australia, you can complain to the Office of the Australian Information Commissioner. The complaint is to be in writing and the service is free of charge. The complaint may be submitted via mail, fax, email or online and addressed to the Director of Compliance (Investigations), GPO Box 5218, Sydney NSW 2001; email enquiries@oaic.gov.au; or facsimile: +61 2 9284 9666.

Policy Updates

This policy is subject to change from time to time. The most current version of our Privacy Policy can be obtained on our website (<http://www.eurozhartleys.com>) or by contacting us.

ALL AMOUNTS STATED BELOW ARE GST INCLUSIVE

Information about remuneration and other benefits

When we trade on your behalf on a financial exchange you will be required to pay brokerage.

Brokerage applies to buy and sell orders and there is a minimum brokerage fee of \$132 per order.

Our standard brokerage charges are as follows:

Transaction Value	Fee (Inc GST)
\$0 to \$5,000	\$132
\$5,001 to \$15,000	2.2%
\$15,001 to \$50,000	1.65%
\$50,001 plus	Negotiable

With respect to trading in exchange traded options you will be charged brokerage by a broker that has been engaged by us to trade for you and part of that brokerage will be paid to us by the broker (part of this amount may be paid to your adviser). The amount that is payable to us (and/or your adviser) will be disclosed at the time that personal advice is given or as soon as practicable after that time.

Trading in financial products that are traded on an overseas market

We can arrange for trading to be conducted on an overseas market by way of another broker. This broker will pay part of the brokerage paid by you to us (part of this amount may be paid to your adviser). The amount that will be paid to us (and/or your adviser) will be disclosed at the time that personal advice is given or as soon as practicable after that time.

Strategic Advice Fees

Where Euroz Hartleys provides you with strategic advice (financial planning advice), fees will be determined based on a number of factors which may include the products and services that are the subject of the advice and the complexity of the advice that is being provided. The total fee payable will be agreed with you prior to the provision of services. Part of the fee paid by you may be paid to your adviser. The total fee payable by you and the amount that will be paid to your adviser will be disclosed to you at the time that personal advice is provided to you or as soon as practicable after that time.

Euroz Hartleys may charge an hourly based fee in addition to the agreed fee where it is required to undertake additional work beyond that which was agreed. Euroz Hartleys current hourly rate in these circumstances is \$440 per hour. Part of the fee paid by you may be paid to your adviser. The total fee payable by you and the amount that will be paid to your adviser will be disclosed to you at the time that personal advice is provided to you or as soon as practicable after that time.

Portfolio management services

Portfolio Administration Service (PAS)

The PAS is administered by Euroz Hartleys in conjunction with an external provider.

The PAS provides formal annual reviews, quarterly reports, performance reporting, CGT reporting, consolidated portfolio reports and income and expense reports. This service also includes access to your portfolio reports online.

Euroz Hartleys charges for this service on the basis of funds under management, according to a sliding scale, subject to a minimum annual fee of \$2,640 per account. Our standard fee is 1.10% on the balance of funds under management and in addition you will incur brokerage fees with respect to the PAS and fees with respect to the acquisition of other financial products. Part of the fee (including brokerage) paid by you may be paid to your adviser. The total fee payable by you and the amount that will be paid to your adviser will be disclosed to you at the time that personal advice is provided to you or as soon as practicable after that time.

Euroz Hartleys also operates a service that has similar characteristics to the PAS and which has a similar fees structure. The total fee payable by you and the amount that will be paid to your adviser with respect to this service will be disclosed to you at the time that personal advice is provided to you or as soon as practicable after that time.

Griffin Portfolio Management Service Fees

The Griffin Portfolio Management Service is a comprehensive portfolio management and administration service. If you subscribe to the Griffin Portfolio Management Service you will be charged fees in accordance with the matters set out in the following table:

Type of Fee	Fee amount
Statement of Advice Fee	From \$605 (minimum cost)
Investment entry, contributions and placements fees (managed funds)	Between 0% to 5.5% max
Company placement and listing offers	Between 0% to 6.6%
Account Opening Fees per account	\$220.00
Portfolio management fee	Tiered fee structure between 0% to 1.944% of the value of the assets under management

In some circumstances a flat dollar management fee will be charged with respect to your account and particular fee arrangements may apply where you have multiple accounts. Brokerage will be charged with respect to trades executed on your behalf.

Part of the fee (including brokerage) paid by you may be paid to your adviser. The total fee payable by you and the amount that will be paid to your adviser will be disclosed to you at the time that personal advice is provided to you or as soon as practicable after that time.

Entrust Premium Management Service (EPMS) Fees

The EPMS is a comprehensive portfolio management and administration service. If you subscribe to the EPMS you may be charged fees on the basis of the matters set out in the following table.

Type of Fee	Fee amount
Statement of Advice Fee (SOA)	From \$605 (minimum cost)
Investment entry, contributions and placements fees (managed funds)	Between 0% to 5.5% max.
Company placement and listing offers	Between 0% to 6.6%.
Portfolio management fee	Tiered fee structure between 0% to 1.944% of the value of the assets under management

In some circumstances a flat dollar management fee will be charged with respect to your account and particular fee arrangements may apply where you have multiple accounts. The total fee payable by you and the amount that will be paid to your adviser will be disclosed to you at the time that personal advice is provided to you or as soon as practicable after that time.

Particular arrangements

The portfolio management services offered by Euroz Hartleys may have arrangements in place that apply to a particular client or group of clients (for example utilising the services of a platform provider). Where this is the case, any remuneration received by us (part of which may be paid to your adviser) will be disclosed at the time personal advice is given or as soon as practicable after that time.

Insurance Products

An insurance company may pay Euroz Hartleys initial and ongoing commissions when we arrange for you to obtain an insurance product. As the commission payable may vary with each insurer, your adviser will give you details about any commission receivable by us in the SOA that will be given to you. Euroz Hartleys may pay your adviser a share of such commissions and the amount payable will be disclosed to you in the SOA. For example, a typical commission range for yearly renewable term life insurance may be between 0% and 66% of the first year's premium and up to 22% per annum of renewing premiums and part of this amount will be payable to your adviser.

If your insurance policy lapses in the first year (i.e. the policy is cancelled or not continued, or the policy cost is reduced), there will be a clawback of 100% of the commission received by the adviser, which is reduced to 60% clawback in the event of a lapse in the second year.

Nominee service

In the event that you elect to obtain nominee services, the fee payable is based upon the number of lines of stock held in the nominee account at the end of the calendar month and charged to the nominated account within 7 business days. For example, if the account has 5 different stock positions then the fee will be 5 times \$15.50 or \$82.50 per month.

Underwriting and initial public offers

We may receive fees from an issuing company when we lodge your successful application to participate in an IPO. Details of the fee will be provided in the relevant prospectus but they typically range from 1.1% to 6.6% of the capital raised. Your adviser may receive a fee for arranging this investment for you. This fee is typically 0.55% to 5.5% of the capital raised.

We may also underwrite capital raisings and will receive a fee as a result. The total fee received by us will be disclosed in the relevant offer documents.

Off Market securities transfers

Each transfer will be charged at the rate of \$44.

Remuneration received from other entities

To the extent permitted by law, our advisers may also receive alternative forms of remuneration such as the costs of maintaining their professional development qualifications. Our advisers may attend professional training either subsidised or wholly funded by product providers that issue products available to be accessed in connection with our services.

Euroz Hartleys keeps a register detailing certain non-monetary benefits that their advisers receive (e.g. benefits valued between \$100 and \$300, genuine education or training and information technology software or support). You can review an extract of the register by contacting your adviser.

Administration fees

Euroz Hartleys may in certain circumstances charge a fee for particular administrative expenses. You will be advised as to this fee before the service is provided.

Overview of remuneration structure

Euroz Hartleys initially receives all brokerage and other fees and charges that are payable by you (or third parties) to Euroz Hartleys.

Your adviser (who may be a director of Euroz Hartleys) is remunerated by a combination of the payment of salary and, in some circumstances the right to receive a proportion of the brokerage and other fees paid by you (where relevant, the amount paid to your adviser will vary from between 35% and 50% of the fees paid by you or received with respect to you).

With respect to the provision of Strategic Advice, the position is as follows:

- Your adviser will receive part of the fee and the remainder will be received by Euroz Hartleys.
- In some circumstances an additional financial adviser/s at Euroz Hartleys may be engaged to assist in the provision of Strategic Advice to you. In these circumstances, the fee may be divided between Euroz Hartleys, your adviser and the additional financial adviser/s.

In some circumstances, Euroz Hartleys and your adviser may be entitled to receive other remuneration with respect to financial services that have been provided to you. Remuneration of this type will not be received unless you have expressly authorised that such a payment can be made on your behalf to Euroz Hartleys and/or your adviser.

Your adviser may also, in some circumstances, receive Performance Rights that will be issued by Euroz Hartleys under a long-term incentive plan.

Where you are provided with a SOA, you will be provided with information about remuneration or other benefits that will be received by us and your adviser with respect to the advice set out in the SOA.

Your (the Client's) attention is drawn to important disclaimer and limitation of liability provisions contained in this Agreement.

This agreement and the subsequent services and terms are between you the client, and Entrust Wealth Management, as a division of Euroz Hartleys Limited ("the Broker"), ABN 33 104 195 057 and the holder of Australian Financial Services License 230052.

1. INTERPRETATION

- 1.1 These terms and conditions govern the relationship between Euroz Hartleys Limited ("Euroz Hartleys") and our Client in relation to the provision of the Entrust Premium Management Service and/or the provision of the Trading Service (where applicable).
- 1.2 Where this Agreement is inconsistent with the ASIC Market Integrity Rules, the ASIC Market Integrity Rules will prevail to the extent of the inconsistency.
- 1.3 The Client's relationship with the Broker in relation to the provision of services related to Entrust Premium Management Service and/or the provision of the Trading Service (where applicable) by the Broker are governed by the Broker Terms and Conditions and are supplemented by this Agreement (where applicable).
- 1.4 If the Client elects to receive only the Trading Service, Part 1 of this Agreement does not apply.
- 1.5 Where the Client comprises more than one person, then each person is jointly and severally bound by these terms and conditions.
- 1.6 In this Agreement:
 - a) where the singular is used it includes the plural, and vice versa; and
 - b) "including" and "includes" are not words of limitation.
- 1.7 The headings and bolding used in this Agreement are for convenience of reference only and do not affect the interpretation of this Agreement.
- 1.8 If there is any conflict between any of the Documents and the provisions of the Confirmation of Transaction issued in accordance with clause 11.1, the provisions of the Confirmation of Transaction will prevail to the maximum extent permitted by law.
- 1.9 Unless the context otherwise requires:
 - a) words and expressions in this Agreement have the meaning they have in the Rules; and
 - b) any reference to "securities" in this Agreement includes a reference to "Warrants" as that term is defined in the ASX Operating Rules.

PART 1 – PORTFOLIO MANAGEMENT AND PORTFOLIO ADMINISTRATION SERVICES

2. ROLE OF ENTRUST AND EUROZ HARTLEYS & SERVICES TO BE PROVIDED

- 2.1 Where the Client:
 - a) elects to maintain an Investment Account with the Broker;
 - b) elects to maintain an active Cash Account with a \$1000 minimum balance; and
 - c) has duly completed the Application Booklet,

Entrust can provide the Client with the Entrust Premium Management Service, which is owned and operated by Euroz Hartleys Limited.

- 2.2 If the Client requires Entrust to provide the Entrust Premium Management Service to the Client, the Client must indicate on its application form that it intends to apply for an Entrust Premium Management Service Account
- 2.3 Approval of an application to be provided with the Entrust Premium Management Service is at the absolute discretion of Entrust.
- 2.4 Subject to Entrust and Euroz Hartleys receiving the information it requires from the Broker and third-party data sources selected, Entrust will perform the following portfolio administration services for the Client:
 - a) provide the Client with the following quarterly reports in relation to the Client's Investments:
 - i. a market value report;
 - ii. a transactions summary report;
 - iii. an income and expense report;
 - iv. a sales summary report;
 - v. an asset information report; and
 - iv. any information as Entrust and Euroz Hartleys may from time to time determine reasonable;
 - a. Processing of dividends and repatriation of dividends to the Client's Cash Account;
 - b. Annual taxation reporting in relation to the Client's Entrust Premium Management Service Account; and
 - c. Mail administration in relation to the Client's Entrust Premium Management Service Account, Entrust Premium Management Service

- 2.5 The Entrust Premium Management Service may also include other services as notified to the Client by Entrust and Euroz Hartleys from time to time.
- 2.6 In providing the Entrust Premium Management Service in respect of the Client's Investments, Entrust and Euroz Hartleys will need to seek relevant information from the Broker and third party data sources. If there is a delay in the obtaining of any information required from the Broker and third-party data services, there may be a delay in providing Entrust Premium Management Services. Entrust and Euroz Hartleys will not be liable for any Loss or Claim resulting from such a delay.
- 2.7 All correspondence from third parties in respect of the Client's Investments will be directed to Entrust and Euroz Hartleys, who will use reasonable endeavours to communicate to the Client the existence of any offer or invitation made to the Client in their capacity as investors (including takeover offers, rights or entitlement offers, top up/additional securities acquisition offers and shareholder discount cards) received by Entrust and Euroz Hartleys on the Client's behalf but they will not be liable to the Client for any failure or delay in doing so. Entrust and Euroz Hartleys may, in its absolute discretion choose not to communicate certain offers or invitations (such as promotional offers) to the Client and is not liable to the Client for a failure to do so.
- 2.8 Entrust and Euroz Hartleys is not obliged to forward to the Client originals or copies of dividend notices, tax statements or other statements received by it relating to the Client's Investments. They may at their absolute discretion provide a summary of any information contained in any such notice or statement as considered material, in the reports outlined in clause 2.4(a).
- 2.9 Entrust and Euroz Hartleys may decline to accept or comply with instructions at any time and will provide reasons for its decision if requested by the Client.
- 2.10 The Client acknowledges that Entrust and Euroz Hartleys has the right to request the Client's Tax File Number for the purpose of carrying out responsibilities under the tax law in relation to the Entrust Premium Management Service, and the Client must supply it without delay if Entrust or Euroz Hartleys so requests. They will not be liable if any issuers, share registries and suppliers refuse to act without being provided the Tax File Number details of a Client from Entrust or the Broker.
- If the Client does not provide the Tax File Number to Entrust or Euroz Hartleys, taxation at the highest marginal rate may be deducted from the payments due to the Client and remitted to the Australian Taxation Office by share registries and other suppliers.
- 2.11 Where the Client's Tax File Number has previously been provided to Entrust and Euroz Hartleys by the Client, they may use the Client's Tax File Number in relation to Entrust Premium Management Service unless the Client specifies otherwise by marking the "reason for exemption box" box in the relevant section of the Application Booklet.
- ### 3. THE CLIENTS COMMITMENT
- 3.1 The Client must, for the duration of these terms and conditions, pay the Fees in full, on their due dates for payment without any deduction, set off or counterclaim.
- 3.2 The Client must, to establish its Entrust Premium Management Service Account, and if required by Entrust and Euroz Hartleys from time to time, complete in full, sign and provide all establishment paperwork to the satisfaction of Entrust (including an asset schedule outlining all the Client's investments to be loaded on to the Entrust Premium Management Service) and provide proof of identification to Entrust.
- ### 4. AUTHORITIES AND ACKNOWLEDGEMENT
- 4.1 The Client authorises Entrust and Euroz Hartleys to change the address for notices in relation to the Client's Investments to C/- Entrust, PO Box 5637, PERTH WA 6831 or to such other address as they may from time to time require for the purposes of mail administration.
- 4.2 The Client authorises Entrust and Euroz Hartleys to change the Client's banking instructions to enable dividend and distribution income from the Client's Investments to be banked to the Cash Account, either by cheque or direct credit, or to be re-invested pursuant to any dividend reinvestment plan election.
- 4.3 The Client acknowledges and agrees that Entrust and Euroz Hartleys access to the Client's Cash Account cannot be suspended or revoked by the Client without the Client first providing Entrust and Euroz Hartleys with a notice to terminate the Client's participation in the Entrust Premium Management Service in accordance with clause 21.2 and only following the completion and execution of an Entrust Premium Management Service Account closure form to the satisfaction of Entrust. Until the Entrust Premium Management Service Account closure form is processed by Entrust and all outstanding obligations have been duly discharged, this Agreement remains in force.

- 4.4 The Client acknowledges and authorises Entrust to provide to the Broker any information provided by the Client or obtained by Entrust in the course of the provision of Services to the Client in order that the Broker may perform its obligations and exercise its rights in respect of the Entrust Premium Management Service.
- 4.5 The Client further acknowledges that Entrust may assign some or all of its rights under this Agreement to IRESS, the Broker or a third party without providing the Client notice in order that IRESS, the Broker or a third party can perform obligations in respect of the Entrust Premium Management Service.
- 4.6 Entrust and Euroz Hartleys may cause the Client's Investments to be valued at any time. Entrust and Euroz Hartleys may determine valuation methods and policies and change them from time to time.

5. RESTRICTIONS

- 5.1 Entrust will only provide the Entrust Premium Management Service to the Client in relation to assets or classes or types of assets (including money) as determined from time to time (either generally or in relation to a particular client).
- 5.2 Entrust and Euroz Hartleys does not guarantee or warrant the investment performance of the Entrust Premium Management Services or any securities the subject of it, or any other of the Client's. Entrust will act on the Entrust Premium Management Service in good faith but, subject to doing so, will not be liable for any Loss sustained in the operation of the Entrust Premium Management Service, for any failure to obtain investment gains or for any failure to allocate to the Client any specific investment opportunity.

6. FEES

- 6.1 Entrust and Euroz Hartleys will arrange to deduct (for and on behalf of Euroz Hartleys) the Fees from the Client's Cash Account and the Client authorises Entrust and Euroz Hartleys to do so.

7. FAILURE TO PAY MONEY OWING

- 7.1 Without affecting any of the Entrust and Euroz Hartleys rights under Part 2 of this Agreement, Entrust and Euroz Hartleys may, without notifying the Client, appropriate and apply any payments received by them on the Client's behalf in reduction of any money the Client owes Entrust and Euroz Hartleys under this Agreement.
- 7.2 Entrust and Euroz Hartleys may levy additional charges against the Client if the Client does not pay the Fees or if the Client fails to have sufficient funds in

its Cash Account to pay the Fees as and when they fall due. To cover administration costs as a result of that failure to pay, Entrust and Euroz Hartleys may charge and the Client agrees to pay:

- a) a dishonour fee of \$55.00 (inc GST) in relation to any Fee that the Client fails to pay on the due date; and
- b) in addition, interest on that Fee from the due date until the Client has paid the full amount of the Fee. Interest will be charged at the Benchmark Rate (as defined by the Westpac Banking Corporation), as Entrust and Euroz Hartleys may determine, calculated on the daily overdue balance.

The Client must pay any dishonour fee and interest to Euroz Hartleys on demand.

8. HOUSEHOLD ACCOUNTS

Entrust may allow related Entrust Premium Management Service Account/s to be linked to form a Household. The Fees for a Household will be calculated and levied in accordance with the Fee Schedule based on the total Household value.

PART 2 –TRADING SERVICE

9. RELATIONSHIP BETWEEN ENTRUST AND THE CLIENT

- 9.1 Entrust as a division of Euroz Hartleys received stockbroking and related services to Entrust's customers in respect of certain classes of Australian securities. Euroz Hartleys is the provider of trading, clearing and settlement services to the customers for all trades executed on your behalf. Settlement will occur in accordance with the ASX Settlement Operating Rules. The Client must register to use the Trading Service by returning completed application forms and any identification information and documents as specified in the Application Booklet to Entrust, where relevant. Approval of an application to use the Trading Service is in the absolute discretion of Entrust. Registration names and addresses submitted by the Client must comply with CHES format requirements for registration details, and the Client acknowledges that Entrust may direct the Broker to make minor alterations to those details for compliance.
- 9.2 The relationship between the Client and Euroz Hartleys Limited is governed by the Broker Terms and Conditions, supplemented by the information contained in this Agreement.

9.3 Provided that the Client has an active Investment Account and either has executed the Power of Attorney or Authority to Deal, an Investment Adviser may refer buy or sell instructions to the Broker on the Client's behalf.

9.4 Upon receiving instructions from an Investment Adviser to place an order on the Client's behalf, the Broker will execute, settle and clear the order in accordance with the Broker Terms and Conditions.

9.5 The Client is bound by the instructions given by the Investment Adviser to the Broker.

9.6 The Client acknowledges that Entrust and Euroz Hartleys do not give personal advice or make personal recommendations to Clients under the Trading Service. It is therefore the Client's responsibility, before instructing the sale or purchase of any securities (utilising an Execution Only service) through the Broker or otherwise utilising the Services, to assess and evaluate the proposed transaction in light of the Client's then current financial situation, investment objectives and particular needs.

10. BROKERAGE RATES

10.1 Brokerage is calculated in respect of each buy or sell order placed on behalf of a Client under this Agreement and the Broker Terms and Conditions. The Client must pay the applicable Brokerage (including GST) to the Broker at the same time as it settles the relevant trade. The Brokerage rates specified are inclusive of GST.

11. ALL ORDERS

11.1 All orders must be settled in accordance with the instructions on the Confirmation of Transaction receipt.

11.2 Entrust and Euroz Hartleys will act only within the parameters of the Client's instructions.

11.3 Without limiting clause 10.1, Entrust and Euroz Hartleys may decline to act and/or delay in acting on the Client's behalf where:

- a) they believe the Client's instructions are ambiguous, incomplete or unclear;
- b) they wish to check the Client's bona fides, order or instructions;
- c) they believe the Client's instructions may give rise to a false or misleading appearance of active trading in any securities or with respect to the market for, or price of, any securities;
- d) they believe that the Client's instructions may result in an order in which there is no change in

the beneficial ownership of securities;

- e) they believe there is or could be an error, omission or invalidity in the Client's order or instructions;
- f) there is disruption, failure or malfunction in any computer systems (including the Broker systems and connections), Internet systems or other communication and information processing systems relied upon by the Broker to carry out its activities;
- g) they believe that there may be a breach of the Corporations Act (including the ASIC Market Integrity rules), the Rules or any other law;
- h) for warrants and day only orders, on and from the following Business Day from the day the order or instruction was placed;
- i) the security or other investment medium has been subject to a trading halt and the Client has not reconfirmed the Client instruction after the halt has been lifted;
- j) the basis of the quotation for the security has changed and the order has not been reconfirmed; or
- k) the ASX has purged the order from IRESS.

11.4 A printed or electronic Confirmation of Transaction will be issued to the Client once its order has been executed. Confirmation of Transactions are dispatched by Euroz Hartleys. Entrust and Euroz Hartleys may in its absolute discretion arrange to dispatch a Confirmation of Transaction by email and the Client consents to receiving a Confirmation of Transaction by email. The Client must advise Entrust of any change to its email address as soon as is practicable. Euroz Hartleys may dispatch a further Confirmation of Transaction if the previous one(s) contained any errors or omissions. The further Confirmation of Transaction will supersede the previous one(s) in all respects.

11.5 The Client acknowledges that Euroz Hartleys may upon instructions from Entrust (both in respect of an order placed on behalf of the Client and for a bulk order placed on behalf of several clients) price average two or more market transactions in the same traded product, or in the case of a DVP transaction, the same series, in a Confirmation of Transaction and the Client authorises Entrust to instruct Euroz Hartleys to do so.

11.6 The Client acknowledges and consents that Euroz Hartleys may from time to time, act as Principal (as that term is defined in ASIC Market Integrity Rule 3.2.5) in respect of any or all transactions contemplated by this agreement.

11.7 The Client acknowledges that Entrust and Euroz Hartleys is not required to act in accordance with the Client's instructions where to do so would constitute a breach of the Rules or the Corporations Act.

11.8 Entrust and Euroz Hartleys will not be responsible for any loss of liability incurred by the Client where it does not receive the instructions or where any dealing or proposed dealing is interrupted, unable to be completed or unable to take place due to failure of any computer or other electronic or technological service.

11.9 Entrust and Euroz Hartleys is not responsible for any loss or liability incurred by the Client where Euroz Hartleys is unable to receive or act on the instructions due to circumstances that are beyond their reasonable control, e.g. war, a structural failure, riot or civil disturbance.

12. ORDER AMENDMENT AND CANCELLATION

12.1 Subject to clause 12.2 all orders placed under this Agreement may be amended or cancelled free of charge by way of instructions from the Investment Adviser before Euroz Hartleys have executed that order, provided that the Investment Adviser gives those Instructions to Euroz Hartleys in a timely manner.

12.2 Orders may not be amended or cancelled once Euroz Hartleys have executed that order.

12.3 Entrust and Euroz Hartleys have no authority to extend the settlement date and time.

12.4 The Client must indemnify and keep Entrust and Euroz Hartleys indemnified from and against any Claim, arising out of or in any way connected, directly or indirectly, with any amendment or cancellation.

13. OTHER AUTHORITIES

13.1 Upon instructions from Entrust, Euroz Hartleys is under no obligation to so act, but may decide to do so even if:

- a) the error and the circumstances of the transaction would not, under general law (but for this provision) or under the ASIC Market Integrity Rules, justify a cancellation, setting aside or modification of the transaction;
- b) the decision or conduct of Euroz Hartleys would, wholly or partly, be for the benefit of a person other than the Client, or if the decision or conduct of Euroz Hartleys would be adverse to the Client's financial or other interests (including depriving the Client of a benefit, whether monetary or otherwise, flowing directly or indirectly from the

error which, but for the setting aside, cancellation or modification of the transaction, the Client would obtain);

- c) Euroz Hartleys has already reported the transaction to the Client or issued a Confirmation of Transaction in respect of the transaction; or
- d) Euroz Hartleys has delayed in making a decision or acting whilst it investigated the circumstances of the error and the transaction and considered its course of action.

13.2 The Client irrevocably appoints severally ASX Clear, and every director, manager and assistant manager for the time being of ASX Clear, at the option of ASX Clear (as applicable) to do all acts and execute all documents on the Client's behalf for the purpose of exercising the powers conferred on ASX Clear for the purpose of the ASX Clear Operating Rules.

14. ACKNOWLEDGMENTS

14.1 The Client acknowledges that the ASX has the power under the ASX Operating Rules to cancel or amend any transaction or crossing.

14.2 The Client acknowledges that dealing in securities incurs a risk of loss as well as a potential for profit.

14.3 The Client acknowledges that they have given consideration to their objectives, financial situation and needs and has formed the opinion that dealing in Australian securities is suitable for its purposes.

14.4 The Client acknowledges that any benefit or right obtained by Euroz Hartleys upon registration of a Market Transaction with ASX Clear by novation under the Rules or any other legal result of registration is personal to the Broker and the benefit of that benefit, right or legal result does not pass to the Client. The Client has no rights, whether by way of subrogation or otherwise, against the ASX or ASX Clear in relation to any dealings by Euroz Hartleys (or any other Participant or Market Participant) in Market Transactions.

PART 3 – ONLINE ACCESS – THE INTERNET SERVICE

15. LIMITED RIGHT OF ACCESS

15.1 Entrust and Euroz Hartleys grants to the Client, for the Client's use only, a limited, non-transferable, non-exclusive right to access parts of the Entrust Premium Management Service available over the Internet (together the 'Internet Services') for the purpose of using the Services.

15.2 The Client acknowledges that Entrust and Euroz Hartleys, in their absolute discretion, reserves the right to refuse any application to provide, suspend or terminate access to the Internet Service and the Services.

15.3 The Client's access to the Internet Service are subject to the guidelines and policies of Entrust and Euroz Hartleys.

16. MARKET INFORMATION AND PASSWORDS

16.1 The Client acknowledges that Information Suppliers may restrict or deny access to the Market Information available under the Internet Service at their own discretion and without notice and may impose conditions upon the availability of the Market Information.

16.2 The Client may only use the Market Information for its own private use. The Client must not reproduce or supply any part of the Market Information to other persons.

16.3 The Client acknowledges and agrees that the Market Information:

- a) may not be current and that even "live" securities prices may differ to the actual prices that are applied to the Clients Investments; and
- b) is not suitable to be acted upon as investment advice, and that it may be advisable to obtain investment advice before making any investment decisions relying on the Market Information.

16.4 The Client indemnifies Entrust, Euroz Hartleys and its Information Suppliers from and against any Claim, arising out of or in any way connected, directly or indirectly, with the Client's use of the Market Information.

16.5 The Client will be issued a unique confidential username and password to enable the Client to access the Market Information and those parts of the Entrust Premium Management Service available over the internet.

The Client must:

- a) protect its password from being lost, stolen or disclosed to any person (other than Entrust) without the prior written consent of Entrust and Euroz Hartleys;
- b) not keep a record of its password with other financial or personal information or near the electronic device that the Client uses to access the internet or store it on a computer;

- c) not tell, show or give its password to anyone (other than Entrust), including family and friends; and
- d) notify Entrust immediately if its password is lost, stolen or misused or is known to someone else.

16.6 The Client must notify Entrust immediately if it becomes aware of any loss or theft or unauthorised use of its username or password or any part thereof. After such notification, Euroz Hartleys shall, as soon as reasonably possible, disable access to the Internet Services and shall issue a replacement username or password accordingly.

16.7 Entrust and Euroz Hartleys is entitled to assume that any Internet Services access utilising the username and password originates from the Client or a representative to whom the username or password is assigned. Entrust and Euroz Hartleys are not obliged to inquire into the validity of any such instruction received.

16.8 The Client must indemnify Entrust and Euroz Hartleys from and against any Claim, arising out of or in any way connected, directly or indirectly, with the Client's use of its password.

Your (the Client's) attention is drawn to clause 19 which contains important disclaimer and limitation of liability provisions concerning (among other things) your use of the Market Information.

PART 4 – GENERAL

17. WARRANTIES, AUTHORISATIONS AND ACKNOWLEDGMENTS

17.1 The Client represent and warrants that:

- a) all information provided by the Client in the Client's application or otherwise (including representations and warranties) is complete and correct and is not misleading, and that Entrust and Euroz Hartleys may rely on that information unless and until Entrust and Euroz Hartleys receives notice of any change stated by the Client, which must be provided as soon as possible after such a change occurs;
- b) the Client will for the duration of this Agreement provide to Entrust and Euroz Hartleys full disclosure that is correct and is not misleading, of all information required by Entrust and Euroz Hartleys in order to provide the Services;
- c) the Client will notify Entrust and Euroz Hartleys of any material change from time to time in:

- i. any information provided by the Client to Entrust and Euroz Hartleys in the Client's Application Booklet and related forms or in connection with the Services; or
 - ii. the Client's circumstances which might affect either Entrust and Euroz Hartleys performance of the Services or necessitate changes in the investment holdings and operation of the Entrust Premium Management Service Account,
- d) the Client or its associates are not Employees of a Market Participant as defined by the ASX Operating Rules;
 - e) if the Client accesses the Services from outside Australia, the Client is not contravening any laws in force in the jurisdiction applicable to where the Client accesses the Services;
 - f) the Client has full power and authority to, and may lawfully, enter into and perform all its obligations to Entrust and Euroz Hartleys under this Agreement, and to comply with the Documents;
 - g) if the Client is a trustee, it has full power and authority to enter into these arrangements and to exercise the rights and perform the obligations under these arrangements;
 - h) if the Client is a corporation, it has full power and authority to, and may lawfully, enter into and perform all its obligations to Entrust and Euroz Hartleys under this Agreement, and to comply with the Documents;
 - i) at all times during its dealings with Entrust and Euroz Hartleys the Client will be in a financial position to meet all its commitments and obligations arising from the dealings;
 - j) at all times, the Client will not engage in behaviour in contravention of, or cause Entrust or Euroz Hartleys to contravene, the Rules, the Corporations Act or any other relevant law;
 - k) where the Client is an individual, they are over the age of 18 years; and
 - l) the Client has not and will not rely on any statement, representation, information or advice made or given to the Client by Entrust and Euroz Hartleys unless it is made or given to the Client expressly in this Agreement or by written instrument by Entrust and Euroz Hartleys directly and the provisions of clause 19 will apply to any breach of this warranty.
- 17.2 The Client irrevocably authorises Euroz Hartleys to apply any money held at any time by Euroz Hartleys on behalf of the Client to its own accounts to satisfy wholly or partly any amounts due or owing by the Client to Euroz Hartleys under any arrangement between the Client, Entrust and Euroz Hartleys (irrespective of how that arrangement originated and whether or not that arrangement is subject to this Agreement). Funds deposited by the Client with Euroz Hartleys may be used by Euroz Hartleys to cover any outstanding positions before being allocated to any requests to purchase securities. The Client irrevocably authorises Euroz Hartleys to appropriate any credits, payments and other receipts from the Client or for the Client's account in such manner as Euroz Hartleys thinks fit against any amounts due or owing by the Client to Euroz Hartleys.
- 17.3 The Client irrevocably authorises Entrust and Euroz Hartleys (including, where applicable, employees or Investment Adviser) to record any telephone conversation(s) between the Client and Euroz Hartleys, with or without an audible tone warning device and to use the recordings for the purpose of dealings with the Client.
- 17.4 The Client agrees to provide without delay any other authorisation or consent reasonably required by Euroz Hartleys, permitting Entrust to do any other thing consistent with the spirit of this Agreement.
- 17.5 The Client acknowledges and agrees to pay Euroz Hartleys for purchases and transaction charges and all brokerage, fees, taxes, dishonour fees, costs, duties and charges in respect of transactions, and make good delivery in respect of sales, and pay for purchases by the due settlement date.
- 17.6 The Client acknowledges that:
- a) Entrust and Euroz Hartleys have relied on and will rely on any information provided by the Client, and they are not obliged to confirm the validity of any information provided to it in respect of the Client's Investments; and
 - b) if Entrust and Euroz Hartleys relies on third parties to supply information to it regarding the Client's investments, Euroz Hartleys will not be liable for any errors or omissions in any report issued as part of the Services or any failure to perform the Services, to the extent that the error or omission is caused by an act or omission by the third party.

17.7 The Client acknowledges and agrees that Entrust and Euroz Hartleys has agreed to enter into this Agreement with the Client on the basis of the matters in this clause 17 and the other acknowledgements given in this Agreement.

18. AUTHORITY TO SUPPLY INFORMATION

18.1 The Client irrevocably authorises Euroz Hartleys to supply (at any time, including after the termination of this Agreement) information contained in Entrust's records in respect of the Client held from time to time (including application forms) and any and all information obtained by Entrust in relation to the Client in the course of the provision of the Services including:

- a) the Client's name, address, contact and other personal details;
- b) details of orders placed, trades and other transactions entered into by the Client;
- c) other activities or dealings conducted by the Client in connection with the Services;
- d) copies of Confirmations of Transactions;
- e) details of payments made by or to the Client;
- f) the Client's trading account number;
- g) details as to the state of the Client's trading account, CHESS holdings and investment portfolios; and
- h) details of the Client's nominated bank accounts, to:
 - i. the Broker;
 - ii. any third party who provides financial services connected with the Services; and
 - iii. the ASIC, the ASX, ASX Clear, ASX Settlement and any other governmental agency as required by law or under the Rules.

18.2 The Client acknowledges and agrees that Euroz Hartleys is not required to monitor or control the use of any information passed on to the other.

19. IMPORTANT DISCLAIMER AND LIMITATION OF LIABILITY

19.1 The Client acknowledges and agrees that subject to clause 19.2

- a) Entrust;
- b) Euroz Hartleys;
- c) any other person (Linked Party) whose website is linked to Entrust's website or a website of Euroz Hartleys;
- d) any other person (Information Supplier) supplying Market Information for use on a website of Entrust, Euroz Hartleys or any Linked

Party; or

- e) any officer, employee, agent or related company of any of the persons referred to above in subclause (a) to (d), (each, a "Supplier", collectively, the "Suppliers"), are not liable for any Loss or Claim, however caused (including, but not limited to, by the negligence of any Supplier), suffered by the Client arising from or in connection with this Agreement or the services provided by the Suppliers in connection with this Agreement.

19.2 The Client indemnifies a Supplier against any Loss suffered by that Supplier arising from or in connection with any Claim made against a Supplier by the Client during the term of this Agreement or any time after the termination or expiry of this Agreement, except for:

- a) the express terms and warranties set out in this Agreement or given to the Client by written instrument by Euroz Hartleys directly; and
- b) those implied terms or warranties that are imposed by statute that are mandatory and cannot be excluded.

19.3 Entrust and Euroz Hartleys give no warranties and all other terms, conditions, warranties, stipulations or other statements whatsoever, whether express or implied, by statute, at common law, or otherwise, however, are expressly excluded.

19.4 Notwithstanding anything else in this Agreement, where any statute implies any term or warranty into this Agreement, and that statute avoids or prohibits provisions in a contract excluding or modifying that term or warranty (except in certain cases), that term or warranty will be deemed to be included in this Agreement, but Euroz Hartleys liability for breach of that term or warranty will be limited, so far as permitted by that statute, in one or more of the ways (at Euroz Hartleys option) specified in sub-section 12ED(1) of the Australian Securities and Investments Commission Act (Cth), sub-section 35(1) of the Fair Trading Act 1987 (WA) or any other similar provision contained within any other like statute.

20. INDEMNITY

20.1 The Client indemnifies and keeps Euroz Hartleys, its related parties, associates, employees and agents, indemnified from and against any Claim or Loss, arising out of or in any way connected, directly or indirectly, with Entrust and Euroz Hartleys undertaking the Instructions or any breach of or failure by the Client to comply with its obligations to Euroz Hartleys (including its obligations under this Agreement or under any other contract or arrangement that the Client may now or in the future

have with Entrust).

20.2 The indemnities and limitations contained in this Agreement remain in full force and effect notwithstanding the revocation or termination of the Client's participation in Entrust Premium Management Service, the Trading Service and/or this Agreement.

21. TERMINATION

21.1 Subject to the Rules, this Agreement and all the Client's rights to use the Trading Service and the Entrust Premium Management Service will be terminated if any of the following events occur:

- a) Entrust or Euroz Hartleys gives not less than three (3) Business Days written notice of termination to the Client;
- b) the Client becomes insolvent or declares bankruptcy;
- c) upon Euroz Hartleys termination or suspension as a Participant in the ASX Group such that Euroz Hartleys is no longer able to perform its obligations under the Broker Terms and Conditions; or
- d) if Entrust and Euroz Hartleys, in its discretion, forms the view that the provision of any services or content as contemplated by this Agreement is likely to expose Euroz Hartleys to any liability as a result of a breach or anticipated breach of any law or any third party's rights and Entrust and Euroz Hartleys gives the Client written notice of termination.

21.2 Subject to the Rules, this Agreement and all the Client's rights to use the Trading Service and the Entrust Premium Management Service, as applicable, will be terminated if the Client provides not less than 30 Business Days' notice of termination by sending to Entrust or Euroz Hartleys the appropriate Investment Trading Account closure form and the appropriate Entrust Premium Management Service Account closure form, both completed satisfactorily. In that case, the Client must pay all Fees up to and including the date on which the Client's Entrust Premium Management Service Account(s) is closed and the Brokerage up to and including the date on which the Broker closes the Client's Investment Trading Account. If the Client wishes to continue receiving the Trading Service, the Client may, on 30 Business Days' notice, terminate only the Entrust Premium Management Service by sending the appropriate Entrust Premium Management Service Account closure form and indicating that it wishes to continue using the Trading

Service.

21.3 Any termination is:

- a) effective upon receipt of notice by the other parties from the party seeking to terminate the agreement;
- b) without prejudice to:
 - i. any breach committed; or
 - ii. any rights or obligations accrued, by either Euroz Hartleys or the Client prior to that termination; and
- c) subject to the completion of any outstanding obligations, the right of Entrust and Euroz Hartleys to give effect to any authorities expressed to be irrevocable and any indemnity given by the Client under this Agreement, but is terminated in all other respects.

22. ASSIGNMENT

22.1 The Client's rights and obligations under this Agreement and otherwise in respect of its participation in the Entrust Premium Management Service and the Trading Service must not be assigned (whether at law, in equity or otherwise) or made the subject of any encumbrance, trust or fiduciary obligation without Euroz Hartleys prior written consent, which Euroz Hartleys may give or withhold, or give subject to any conditions as Euroz Hartleys may determine, in Euroz Hartleys absolute discretion.

23. JURISDICTION

23.1 All dealings and agreements entered into between the Client, Entrust and Euroz Hartleys are, unless agreed to in writing to the contrary, governed by the law of Western Australia. To the extent that any disputes must be resolved by court process, the Client agrees to submit to the jurisdiction of the Courts of Western Australia, on an exclusive basis.

24. NOTICES

24.1 Entrust and Euroz Hartleys may give notices to the Client or have other communications with the Client by post, facsimile transmission and e-mail (but not by email for enquiries made under clauses 13.3).

24.2 For the purposes of this Agreement:

- a) the Client's correct email or postal address will be deemed to be the email or postal address given by the Client in its completed Application Booklet, or such other email or postal address or facsimile number as the Client has notified to

Entrust; and

- b) a notice sent by post will be deemed to have been received on the Business Day following the transmission or posting of the notice notwithstanding that the Client may fail to actually receive the notice.

24.2 An electronic communication addressed by Entrust and Euroz Hartleys to the Client's email address will be deemed as having been sent to the Client once the electronic communication enters an Information System outside the control of Entrust and Euroz Hartleys, at which same time the electronic communication will be deemed to have been received by the Client, notwithstanding that the Client may actually fail to receive the notice.

25. VARIATION TO THIS AGREEMENT

25.1 Entrust and Euroz Hartleys may vary this Agreement to:

- a) add, change or remove any concessions or benefits;
- b) adopt or implement any legal requirement, decision, recommendation, regulatory guidance or standard of any court, tribunal, or ombudsman service regulator;
- c) accommodate changes in the needs or requirements of clients, such as new product features or services;
- d) correct errors, inconsistencies, inadvertent omissions, inaccuracies or ambiguities;
- e) bring Euroz Hartleys into line with its competitors, industry or market practice or best practice in Australia or overseas; or
- f) reflect changes in technology or Entrust and Euroz Hartleys processes including its computer systems.

Any changes in paragraphs (a) to (f) is a separate right and this clause is to be read as if such change was a separately expressed right.

Without limiting its rights under paragraphs (a) to (f), Entrust and Euroz Hartleys may from time to time vary any of the terms and conditions for reasons other than those mentioned above (e.g. due to unforeseen events).

25.2 If Entrust and Euroz Hartleys varies this Agreement it will give not less than seven (7) Business Days' notice in writing to the Client. For the avoidance of doubt, if the Client uses the Services at any time after 7 Business Days after receiving or being deemed to have received that notice, the Client will be bound by the terms and conditions as so varied.

25.3 Subject to clause 25.4, should any of the provisions in this Agreement be inconsistent with the provision in the Rules;

- a) the Rules will prevail to the extent of the inconsistency; and
- b) Euroz Hartleys will, by giving the Client notice, vary this Agreement to the extent to which, in Euroz Hartleys Limited reasonable opinion, is necessary to remove any inconsistency.

25.4 If the ASIC, ASX, ASX Clear or ASX Settlement, for the purposes of the ASIC Market Integrity Rules, ASX Operating Rules, the ASX Clear Operating Rules and the ASX Settlement Operating Rules respectively, prescribe minimum terms applicable to this Agreement or otherwise introduce new rules applicable to this Agreement (New Terms):

- a) to the extent of any inconsistency between this Agreement and the New Terms, the New Terms will prevail to the extent of the inconsistency; and
- b) this Agreement will be deemed to be amended to incorporate the New Terms, and the New Terms apply as if the Client, Entrust and Euroz Hartleys had entered into an agreement comprising the New Terms. Entrust will (on behalf of Euroz Hartleys) provide a copy of the New Terms to the Client as soon as practicable after the ASX, ASX Clear, ASX Operating Rules or ASX Settlement (as the case requires) prescribes the New Terms.

26. WAIVER

A waiver of any power or right arising under this Agreement must be in writing and signed by the party granting the waiver. Any failure or delay by a party to exercise a power or right does not operate as a waiver of that power or right.

27. ANTI-MONEY LAUNDERING AND COUNTER-TERRORISM FINANCING ACT 2006

27.1 The Participant and the Referrer are bound by laws relating to the prevention of money laundering and the financing of terrorism, including the Anti-Money Laundering and Counter-Terrorism Financing Act 2006 and the Anti-Money Laundering and Counter-Terrorism Financing Rules Instruments (AML/CTF laws) and have adopted an AML/CTF program in accordance with the requirements of the AML/CTF laws and the various guidelines and publications produced by the Australian Transaction Reports and Analysis Centre (the AML/CTF Programs).

27.2 The Client cannot open a share trading account unless the Client has provided sufficient identification and that identification has been verified in accordance with the AML/CTF Program and AML/CTF laws.

27.3 By opening and using a share trading account, the Client agrees that:

- a) the Client is not acquiring the Service under an assumed name;
- b) any products or services provided, subject to this Agreement, will not be used in relation to any criminal activities or any activities which breach laws or sanctions;
- c) the Client must provide Euroz Hartleys with any additional information Euroz Hartleys reasonably requires for the purposes of AML/CTF laws;
- d) Entrust and Euroz Hartleys may obtain information about the Client from third parties if considered necessary in order to comply with AML/CTF laws;
- e) We may disclose information which it holds about the Client or the Client's conduct to its related bodies corporate;
- f) in order to comply with AML/CTF laws, we may be required to take action, including:
 - i. delaying or refusing a request for Services; or
 - ii. monitoring the Client's conduct in relation to the provision of the Services,
- g) We may disclose information that we hold about the Client or the Client's conduct to our service providers, relevant regulators of AML/CTF laws, or other parties (whether in or outside Australia), including our related bodies corporate, and if we do so we may be obliged under AML/CTF laws not to inform the Client of this; and
- h) We are not liable for any loss, claim, liability or expense the Client suffers or incurs (including consequential loss) as a result of us taking any action referred to in this clause 27.3 and the Client indemnifies us for any loss, claim, liability or expense we may suffer or incur (including consequential loss) from exercising any right under this clause or from any breach by the Client of this clause.

28. SEVERANCE

If any part of this Agreement is found to be void or unenforceable for unfairness or any other reason (for example, if a court or other tribunal or authority declares it so), the remaining parts of this Agreement will continue to apply as if the void or unenforceable part had never existed.

29. COMPLAINTS OR SUGGESTIONS

Should any complaint or dispute arise, the following steps should be taken:

Please direct any queries to: The Head of Risk – Entrust, PO Box Z5034, PERTH WA 6831. A response will be prepared in consultation with your Investment Adviser to ensure all matters raised are investigated and responded to fully. We will endeavour to resolve your complaint quickly and fairly.

If you do not receive a satisfactory response you have the right to complain to: The Australian Financial Complaints Authority (AFCA) PO Box 579, Collins Street West, Melbourne VIC 8007. Telephone: 1800 931 678. The Australian Securities and Investments Commission also has a freecall Infoline on 1300 300 630, which you may use to make a complaint and obtain information about your rights.

30. DEFINITIONS

30.1 In this agreement:

“**AFCA**” means the Australian Financial Complaints Authority;

“**Agreement**” means this agreement including the recitals, schedules and any annexure;

“**Application Booklet**” the Application Booklet in which the terms and conditions of this Agreement are included;

“**ASIC**” means the Australian Securities and Investments Commission;

“**ASIC Market Integrity Rules**” means the market integrity rules of ASIC as amended from time to time

“**ASX**” means Australian Securities Exchange Limited ABN 98 008 624 691;

“**ASX Clear**” means ASX Clear Pty Limited ABN 48 001 314 503, the provider of the clearing functions for equities;

“**ASX Clear Operating Rules**” means the rules governing the operation of the clearing facility operated by ASX Clear as amended from time to time;

“**ASX Settlement**” means ASX Settlement Pty Ltd ABN 49 008 504 532, the provider of settlement functions;

“**ASX Settlement Operating Rules**” means the rules governing the operation of the settlement facility operated by ASX Settlement as amended from time to time;

“**Authority to Deal**” means the authority to deal within the Entrust Investment Service Application Booklet.

“**Broker**” or “**Euroz**” means Euroz Hartleys Limited (ABN 33 104 195 057) and, where applicable, its officers, employees and agents;

“**Broker Terms and Conditions**” refers to terms and conditions of the client’s relationship with the Broker;

“**Brokerage**” means the brokerage rates charged to the Client for the provision of the Trading Service, which are detailed in the Financial Services Guide and as may be varied from time to time by a Statement of Advice issued to the Client by Euroz Hartleys;

“**Business Day**” means Monday to Friday inclusive, except New Year’s Day, Good Friday, Easter Monday, Christmas Day, Boxing Day, and any other day that ASX declares is not a business day;

“**Cash Account**” means the cash account opened by the client with an appropriate cash management provider. Available cash management providers are notified to the Client’s Investment Adviser by the Broker from time to time;

“**CHESS**” stands for Clearing House Electronic Sub-register System and means the system established and operated by ASX Clear for:

- a) the clearing and settlement of transactions of securities approved by CHESS;
- b) the transfer of securities; and
- c) the registration of transfers.

“**CHESS Holdings**” means those holdings of the Client to which the Broker Terms and Conditions relate and which are listed in any request to transfer sponsored holdings or request to convert issuer sponsored holdings to Broker sponsored holdings completed by the client in favour of the Broker;

“**Claim**” means any action, suit, proceeding, demand and Loss of any nature whatever, and however arising, out of, relating to, or connected with this Agreement, made or to be made, or that might be made against a Supplier whether:

- a) present, unascertained, immediate, future or contingent;
- b) in contract or in tort (including negligence), or under any statute, or by reason of any other principle, whether legal, equitable, or statutory;

- c) asserted by action, claim, suit, proceeding, deduction, set off or counterclaim, or otherwise however;
- d) for breach of any provision, warranty, representation, obligation or undertaking (express or implied) contained in this Agreement; or
- e) arising or resulting, directly or indirectly, from any statement, representation, information or advice made or given, whether negligently or otherwise and whether incorrect or otherwise, in relation to any act matter or thing arising out of or in any way connected with this Agreement;

“**Client**” means the person or persons whose details appear in the Application Booklet form for either or both of:

- a) an Investment Account; or
- b) an Entrust Premium Management Service Account, and any authorised agent of the Client that we accept is the Client’s agent;

“**Client’s Investments**” means the Client’s Cash Account, the securities in the Investment Account as notified by the Broker to us from time to time, the Client’s other securities (unless we determine otherwise under clause 5.1) and any other assets we determine under clause 5.1 and includes investments in securities based on advice from us;

“**Client’s Obligations**” means the obligations of the Client under this Agreement or imposed on the Client by law in relation to the Client’s Investments;

“**Corporations Act**” means the Corporations Act 2001 (Cth) and includes all acts amending, consolidating or replacing it;

“**Documents**” means this Agreement, the Broker Terms and Conditions, the Brokers New Account Application Pack, the Brokerage, the Fees, the Broker’s Financial Services Guide, , any Statement of Advice issued, the Power of Attorney, Financial Services Guide and Managed Discretionary Account Agreement;

“**Entrust**” means Entrust Wealth Management, a division of Euroz Hartleys Limited and, where applicable, its officers, employees and agents and where applicable, subsidiaries;

“**Entrust Investment Service**” means a transactional based account in which Orders are implemented as a result of instructions placed by a Client with an Investment Adviser.

“**Entrust Premium Management Service**” has the meaning given to that term in section 2.4 of this Agreement;

“**Entrust Premium Management Service Account**” is the account through which a ‘snap shot’ of the Client’s Investments are displayed by us under the Entrust Premium Management Service;

“**Entrust Premium Management Service Fee Schedule**” or “**Fee Schedule**” means the schedule attached to and forming part of this Agreement listing the Fees, as amended by us from time to time;

“**Fees**” means the management fees, and any other fees charged by us in connection with the Entrust Premium Management Service together with any applicable GST, which are more properly described in the Entrust Premium Management Service Fee Schedule. The Fees do not include any fees charged by the cash management provider in connection with the Cash Account, or the Brokerage or other fees charged by the Broker in connection with the Investment Account or the Trading Service. The fees do not include any fees charged by Euroz Hartleys in relation to the clearing and settlement of the Investment account or Trading Service.

“**GST**” means the goods and services tax levied under the Goods and Services Tax Act 1999 or any similar value added tax;

“**Household**” means related Entrust Premium Management Service Accounts which have been linked as set out in clause 7;

“**Information Supplier**” is defined in clause 19.1;

“**Information System**” means a system for generating, sending, receiving, storing or otherwise processing electronic communications;

“**Instruction**” means the instructions and trades of the Client placed by an Investment Advisor purporting to act on the Client’s behalf;

“**Internet Service**” has the meaning given to that term in in section 15.1 of this Agreement

“**Investment Account**” means a securities trading account established by the Client with the Broker;

“**Investment Adviser**” means a representative of

Euroz Hartleys with authority or purporting to have authority to give instructions to the Broker on the Client’s behalf;

“**IRESS**” means Entrust’s portfolio administration software and service provider and is an Information Supplier;

“**ITS**” means the ASX’s Integrated Trading System;

“**Linked Party**” is defined in clause 19.1;

“**Loss**” means any claim, action, damage, loss, liability, cost, charge, expense, diminution in value or deficiency of any kind or character that the Client or a Supplier (as the case may be) pays, suffers or incurs or is liable for including:

- a) all interest and other amount payable to third parties;
- b) all legal (on a full indemnity basis) and other expenses incurred in connection with investigation or defending any claim or action, whether or not resulting in any liability and all amounts in settlement of a claim or action; and
- c) Special Loss.

“**Market Information**” means market information, market research and other information and data made available to the Client in connection with the Trading Service;

“**New Terms**” is defined in clause 25.4;

“**Participant**” means the Broker;

“**Power of Attorney**” means the power of attorney within the Entrust Premium Management Service Application Booklet;

“**Referrer**” means a third party, who has referred the Client to the Participant for trading, settlement, clearing or other services;

“**Rules**” means the ASIC Market Integrity Rules, ASX Operating Rules, the ASX Clear Operating Rules or the ASX Settlement Operating Rules as amended from time to time;

“**Securities**” means ASX securities which have been approved by the Broker to be traded using the Trading Service;

“**Services**” means the services to be provided by

us as described in this Agreement and includes the Entrust Premium Management Service, the Entrust Investment Service, the Internet Service and the Trading Service (where relevant);

“**Settlement Rules**” means the ASX Settlement Operating Rules as amended from time to time, a copy of which can be found on the ASX website, www.asx.com.au;

“**Special Loss**” means indirect, special, incidental or consequential loss or damages (including loss resulting from business disruptions, lost profits, trading or execution losses) or loss or damage to systems or data;

“**Supplier**” is defined in clause 19.1; and

“**Trading Service**” means the trading service provided by the Broker as described in Part 2.

THIS AGREEMENT

1. This Agreement covers all transactions in Financial Products between you and us, including Financial Products traded on the ASX, Cboe and NSX, international shares, term deposits, listed hybrid and debt securities, bonds and derivative products including Exchange Traded Options. When you instruct us to do a transaction for you, you are taken to have accepted the terms of this Agreement and you also agree to comply with all regulatory requirements that apply to your transactions (such as those that are found in the Corporations Act).
2. If you want to trade in certain types of Financial Products or receive some services from us then we may need to enter into an Additional Agreement with you (e.g. portfolio administration services, margin lending, exchange traded options, short selling). If there is a term in an Additional Agreement that is different from a term of this Agreement, then the term in the Additional Agreement takes precedence.

INFORMATION

3. You agree that the information you give us is accurate and that you'll let us know as soon as you can if that information changes.

NO GUARANTEE

4. We don't give you any guarantee concerning the performance or return on capital of any investment that you make.

DISCRETION

5. We will not act on a discretionary basis on your behalf unless you have entered into a Managed Discretionary Account Agreement with us.

JOINT ACCOUNTS

6. If more than one person will use an Account, this Agreement and any Additional Agreement apply to all of them jointly and severally. We can act on the instructions of each person without contacting any other person. Any representations, warranties and undertakings made, are made by each person jointly and severally.

AUTHORISED PERSONS

7. You can authorise someone else to act on your Account by applying to us using the relevant form.
8. You agree to be held directly responsible for the actions and instructions of Authorised Persons on your Account. Any breach of these terms by an Authorised Person will be attributed to you and we will have the same rights and remedies as we would if you had personally committed the breach.

YOUR INSTRUCTIONS

9. If you want us to enter into a transaction on your behalf then you need to give us instructions to do so. You must give us instructions orally, by email or otherwise in writing. We will not accept instructions given by way of voicemail. Instructions given via email or in writing will only be acted upon if we acknowledge receipt of the instruction.
10. You agree that we are not liable for anything we either do, or fail to do, based on an instruction which we reasonably believe is from you or someone acting on your behalf.
11. You agree that you'll tell us in writing when you know about any transaction on your Account where you, or an Authorised Person, did not give instructions with respect to that transaction.
12. For each confirmation received by email (or by way of a notification that informs you that a confirmation is available from a client portal), if you don't tell us before the market opens on the next trading day for the relevant Financial Product (or where the confirmation was sent by mail, the next trading day after the confirmation was received), you are deemed to have accepted the confirmation as being accurate, and the confirmation is evidence that the transactions referred to in the confirmation were executed in accordance with your instructions.
13. Acting reasonably and in good faith, we may decline to accept your instructions at any time without the need to provide any reason for our decision including, without limitation, where:
 - (1) the original instructions are more than one calendar month old and the instructions have not been reconfirmed by you;

- (2) the basis of quotation for the relevant Financial Products has changed and the instructions have not been reconfirmed by you;
- (3) trading in the relevant Financial Product has been suspended or halted and you have not reconfirmed your instructions;
- (4) we believe that your instructions are ambiguous, incomplete or unclear;
- (5) we believe that your instructions may contribute to or cause a contravention of the Corporations Act or some other regulatory requirement or otherwise expose us to an unreasonable level of risk;
- (6) we believe that acting on your instructions may result in the market for the relevant Financial Product not being both fair and orderly; or
- (7) your instructions are contrary to the Best Execution Policy.

TRADING AS PRINCIPAL

14. Unless you notify us to the contrary, we will act on the basis that you consent to your order being matched with an order of another client or with an order that we place as principal.

STOP LOSS ORDERS

15. We do not accept any contingent instructions to limit losses while maintaining a position (commonly known as “stop loss orders”).

DELAYS

16. We will make all reasonable attempts to process your instructions to buy and sell Financial Products as quickly as possible. However, we will not be liable for any delays or cancellations which are beyond our reasonable control (such as disruptions to markets or technology) or due to compliance with our legal obligations and internal processes (such as our obligation to maintain an orderly market).

CANCELLATION AND AMENDMENT

17. The ASX, Cboe and NSX Rules allow the ASX, Cboe and NSX (as applicable) to cancel or amend transactions. You authorise and agree that we may, without your consent, cancel or amend (or request the ASX, Cboe or NSX to do the same), any transactions relating to the sale or purchase of Financial Products in any of the following situations:
 - (1) to maintain a fair and orderly market;
 - (2) if we are asked by the ASX, Cboe or NSX;
 - (3) if we are required to under the ASX, Cboe or NSX Rules: or
 - (4) in accordance with the usages, customs, practices, or procedures of the ASX, Cboe or NSX, the exchange on which the transaction is executed, and its clearing house.
18. From the time a transaction is cancelled, our settlement obligations do not apply.

SHORT SELLING

19. You will ensure that whenever you place a sell order that you have a presently exercisable and unconditional right to vest the Financial Products that are the subject of the sell order in the buyer. You agree that whenever you place an order to sell Financial Products with us that you must inform us whether or not the sell order relates to a covered short sale (that is a sale where you have, at the time the order is placed, a legally binding commitment from a securities lender to lend the Financial Products to you under a securities lending arrangement). Where the sell order relates to a covered short sale, you must also inform us at the time of placing the sell order:
 - (1) the number of Financial Products to be sold that are to be delivered under the Securities Lending Arrangement;
 - (2) a description of the Financial Products (for example fully paid ordinary shares); and
 - (3) the name of the entity that issued the Financial Products (for example. BHP Group Limited).

20. You acknowledge that we will not be permitted to execute a sell order for you unless you have notified us of the information referred to above. You agree that, each time that you place a sell order with us and notify us that the sell order relates to a covered short sale, you will be taken to have represented and warranted to us that the sale will comply with the regulatory requirements that apply to short selling.

CONFIRMATIONS

21. Confirmations are issued subject to applicable regulatory requirements and the correction of errors and omissions.
22. You agree to receive a confirmation via a current email address after each trade, or by mail (if it becomes necessary to send confirmations by mail) or from a client portal and you also agree to accept notifications from us about confirmations that will be available to you from a client portal.
23. Subject to the matters set out in clause 12, you agree to be bound by the terms set out in confirmations we issue.
24. You agree that we may complete your order by multiple market transactions and you authorise us to accumulate and state the volume weighted average price for those transactions on a single confirmation. If requested by you, we will give you a statement of all the individual prices of the relevant transactions which are accumulated and averaged in the confirmation.

BANK ACCOUNTS

25. To settle your transactions, you agree to provide us with direct debit and credit instructions for an established cash management account or bank account, and authorise us to debit/credit this account as required for the settlement of your transactions. We may pay trust funds held on your behalf into one of these accounts. Euroz Hartleys is entitled to retain for its own benefit any interest earned on any trust account that it is required to maintain under section 981B of the Corporations Act.

SETTLEMENT

26. You must:
- (1) for a buy order, have sufficient available funds in your Account, or nominated bank account, to pay the purchase price for the Financial Products before 9.00am on the settlement date in the confirmation; or
 - (2) for a sell order, have the Financial Products in your Account, or provide evidence of ownership and have these Financial Products available for delivery, before the delivery date in the confirmation.
27. If you have given us authority to directly debit your cash management account or bank account, you authorise us to automatically debit money from that account to satisfy your settlement and payment obligations. When you give us authority to automatically debit money, you indemnify us for any action we take in automatically debiting funds from your cash management account or bank account.
28. You authorise us to use any Financial Products we hold for you to satisfy your obligation to deliver in a sale. We may demand immediate delivery of certain Financial Products on the settlement date set out in the confirmation.
29. When you make a sale, the proceeds of your sale are not available for withdrawal until the latest of:
- (1) the settlement of the sale;
 - (2) the delivery of all the necessary shareholder information and documents, and you settling any outstanding debts you owe us; and
 - (3) you settling any outstanding debts you owe us.

FAILURE TO SETTLE

30. If you fail to settle a transaction by the due date, or fail to pay money you owe to us:
- (1) we can sell Financial Products we hold for you to pay for an unsettled buy order;
 - (2) we can buy Financial Products to close out an unsettled sell order;
 - (3) we can charge interest on the amount outstanding at the official cash rate plus 2% and late settlement fees; and
 - (4) you must reimburse us for all costs, expenses and losses incurred resulting from your failure to settle.

31. If you fail to settle, you appoint us, and our directors and officers, as your attorney. As your attorney we can give instructions on your behalf about your:

- (1) issuer sponsored Financial Products you instructed us to purchase that are awaiting registration;
- (2) Financial Products which are sponsored by us;
- (3) Financial Products held by our nominee company; and
- (4) funds held in any account with us, or in any other account which we are authorised to access.

32. As your attorney, we can, provided that we act reasonably and in good faith, sell any Financial Products we hold for you, in our discretion, and we can set off the proceeds we generate against money you owe to us. You will bear the cost of that action, such as fees, costs (including legal costs) and taxes.

33. You agree that we may use funds we receive from you held in any account with us to satisfy any outstanding debt you owe us.

REGISTRATION

34. We will register your transactions using the information you provide in your Account Application.

35. By opening an Account you agree to be CHESS sponsored by us on the terms of our Sponsorship Agreement.

36. If you transact in international shares, these will be held for your benefit in a designated sub-account in your name or in the name of our custodian or nominee.

EXCHANGE TRADED OPTIONS

37. If we accept an order from you to trade in Exchange Traded Options we will arrange for that order to be executed by another Trading Participant. We will not be responsible for any failures, errors or delays by that Trading Participant in executing your order.

PAYMENTS

38. We will tell you about any commission or brokerage you become liable to pay in relation to your Account. We will also tell you about fail fees and other fees you may have to pay in connection with a transaction.

39. You agree to:

- (1) pay us any reasonable fees charged in relation to using your Account, such as brokerage and taxes;
- (2) reimburse us for any miscellaneous costs incurred in relation to your dealings, including without limitation GST; and
- (3) pay any amounts due under paragraphs (1) and (2) above in accordance with our instructions.

40. You can make payments under this Agreement by direct deposit to your cash management account, direct debit, or another method that we agree with you.

41. We will pay amounts due to you into your cash management account, bank account or any other method we agree with you.

REPRESENTATIONS AND WARRANTIES

42. You represent and warrant that:

- (1) all the information you provide us is correct, and we can rely on it until we receive written notification of any changes to it;
- (2) you are over the age of 18 and have the legal power and right to execute contracts and enter into the transactions under this Agreement;
- (3) you have the legal ability to enter into this Agreement;
- (4) if you are an individual, the name you use to open your Account is the name you are generally known by, and is not an alias;
- (5) if you are a body corporate, you are duly incorporated and existing; and;
- (6) if you are a trustee:
 - (a) this Agreement binds you in both a personal capacity and in your capacity as a trustee;
 - (b) you can be indemnified out of the assets of the trust for all liabilities incurred under this Agreement;
 - (c) you have properly exercised your trust powers and have full authority to enter into this Agreement and all transactions under it; and
 - (d) your instructions are lawful and authorised.

LIMITATION OF LIABILITY

43. Provided that we are acting reasonably and in good faith we will not be liable to you for any losses, damages, costs and expenses, of any kind, resulting from or caused:

- (1) you giving instructions;
- (2) you failing to give us the information required in this Agreement, or giving incomplete or incorrect information to us;
- (3) us refusing to act on your instructions;
- (4) you using or relying on any research reports provided by us;
- (5) your breach of this Agreement;
- (6) anything lawfully done by us in accordance with this Agreement or at your request;
- (7) us complying with any direction, request or requirement of a market operator or regulator, or us complying with the Regulatory Requirements;
- (8) problems with a securities exchange;
- (9) any system failure or malfunction or network outage; or
- (10) any events or circumstances which we cannot reasonably control.

44. You represent and warrant to us that, in respect of each order you place with us, the order does not, and any resulting transaction will not, result in you or any Authorised Person, contravening any provision of the Corporations Act or other applicable law.

INDEMNITY

45. Provided that we have acted reasonably and in good faith, you agree to indemnify us from and against any loss or liability incurred by us arising from:

- (1) us undertaking your instructions in respect of any transactions in Financial Products; or
- (2) any failure by you to comply with this Agreement including any breach of your representations or warranties.

46. When you enter into this Agreement as a director or officer of a body corporate, you agree to indemnify us against any loss or liability reasonably incurred by us arising from:

- (1) any failure by that body corporate to pay us any monies which are due and payable by the body corporate to us; and
- (2) any failure by the body corporate to fulfil its obligations to us.

LIABILITY

47. We will use reasonable endeavours to carry out your instructions. However, provided that we have acted reasonably and in good faith, we are not responsible for any failure to carry out your instructions. We are also not liable for failing to carry out your instructions or effecting settlement of your transactions if something happens which we can't reasonably control.

48. We will not be liable to you for the consequences of not receiving a notification due to us relying on the wrong email address, where you failed to notify us of a new email address.

CREDIT REPORTING

49. With respect to acting for you under this Agreement you authorise us to provide information that we hold about you to a credit reporting agency and to obtain credit reports about you.

VARIATION AND TERMINATION

50. From time to time, we may vary the terms of this Agreement, including to:

- (1) reflect changes in technology or our processes;
- (2) bring us into line with our competitors or best practice in our industry;
- (3) accommodate changes to features and services; or
- (4) reflect changes to legal requirements.

51. Other, that where the variation fundamentally alters the basis upon which we act for you, we will tell you about any variation to this Agreement by providing not less than 7 days' written notice of the changes to the Agreement on our website (and/or in some other way). The changes will apply to all dealings between you and us from the date of the variation. Where the variation fundamentally alters the basis upon which we act for you, you will be notified of the variation and your continued instructions to us after you have been notified of the variation will be an acceptance of the variation.

52. Either you or us can terminate this Agreement by providing 7 days' written notice (including by email) to each other at any time.
53. Terminating this Agreement does not affect any rights or obligations that became active before termination.

ASSIGNMENT

54. Your rights under this Agreement must not be assigned without our prior written consent, which shall not be unreasonably withheld.

POWER OF ATTORNEY, DECEASED ESTATES AND TRUSTS

55. Before you can sell or purchase Financial Products under a power of attorney or on behalf of a deceased estate, you need to provide us with an original certified copy of the power of attorney, letters of administration or probate or other relevant documents.
56. Before you can purchase or sell Financial Products on behalf of a trust you need to provide us with an original certified copy of the trust deed.

REGISTRATION

57. You appoint us and each of our officers and employees severally as your attorney to complete any document required to ensure the registration details of your Financial Products accurately set out your name, registration address and other details.

COMMUNICATING

58. You agree that:
- (1) you are the person who is authorised to contact us, and give us instructions for transactions;
 - (2) we can, provided that we are acting reasonably and in good faith, act without asking further on orders you give us which appear to have been provided by you or for you;

- (3) we'll send all confirmations and other related notifications under this Agreement to you by email or by mail, when necessary or otherwise we can make confirmations and other related notifications available to you from a client portal and you agreed to accept notifications with respect to a client portal. You must ensure we have an up to date email address for you at all times to make sure you receive important communications from us;
- (4) providing that we are acting reasonably and in good faith, we can act without asking further on emails you give us which appear to have been provided by you or for you; and
- (5) provided that we have acted reasonably and in good faith, you indemnify us for all claims, liabilities, direct or consequential losses, costs, charges or expenses (of any nature) incurred or suffered by us as a result of us acting on communications you give us verbally or by email.

JOINT HOLDINGS - INCAPACITY

59. If one joint holder of an Account dies or becomes incapacitated, we can continue to act on the instructions of the other joint holder.

GOVERNING LAW

60. This Agreement is governed by the laws of Western Australia. The parties submit to the non-exclusive jurisdiction of the courts of Western Australia and any courts that may hear appeals from those courts in respect of any proceedings in connection with this Agreement.

1. INTRODUCTION

In accordance with the matters set out in Chapter 3 of the ASIC Market Integrity Rules (Securities Markets) 2017 (“the Rules”) Euroz Hartleys Limited (“Euroz Hartleys”) is required to take reasonable steps to obtain the best outcome with respect to each order handled and executed on behalf of a client.

Client orders can be executed in one or all of the following order books:

- 1) ASX TradeMatch;
- 2) ASX PureMatch;
- 3) ASX Centre Point; and
- 4) Cboe and NSX.

Orders must be executed in an order book unless an exception applies. The exceptions are as follows:

- 1) Block Trades;
- 2) Large Portfolio Trades;
- 3) Trade with Price Improvement;
- 4) Permitted Trade during the Post-Trading Hours Period;
- 5) Permitted Trade during the Pre-Trading Hours Period; and
- 6) Out of Hours Trades.

Where a client provides Euroz Hartleys with instructions that are inconsistent with Euroz Hartleys obtaining the best outcome for the client, Euroz Hartleys must take reasonable steps to handle and execute the order or orders in a way which satisfies those instructions and, as a result, may not achieve the best outcome for the client.

2. DEFINITIONS

Market Operator means Australian Securities Exchange Limited (ASX) or Cboe and NSX Equity Market Product means

- 1) a share in a body;
- 2) a financial product referred to in subparagraph 764A(1)(b)(i) or subparagraph 764A(1)(ba)(i) of the Corporations Act;
- 3) a right (whether existing or future and whether contingent or not) to acquire, by way of issue, the following under a rights issue:
 - (i) a share covered by paragraph (a); or
 - (ii) a financial product covered by paragraph (b); or
 - (iii) a CHESS Depository Interest, admitted to quotation on the Listing Market

Execution Venue means a facility, service or location on or through which transactions in equity market products are executed and includes each individual order book maintained by a market operator, a crossing system and a participant executing a client order against its own inventory otherwise than on or through an order book or crossing system. This includes an order book and other matching mechanisms.

Market Integrity Rules means rules made by ASIC, under s798G of the Corporations Act, for trading on domestic licensed markets.

Total consideration as defined by ASIC RG265 means:

- 1) for a buy order, the purchase price paid by a client in respect of performance of a client order, plus transaction costs;
- 2) for a sell order, the sale price received by a client in respect of performance of a client order less transaction costs.

3. HANDLING OF CLIENT ORDERS - RETAIL

Relatively small retail orders (that is, those that can readily be executed immediately in an order book) will be executed as follows:

- 1) upon receipt of the order (this will usually be via telephone but can be via email, or fax), the order will be entered into either the IRESS or TradeCentre order pad by the Adviser that received the order; and
- 2) the IRESS, Best Market Router (“BMR”) or TradeCentre Smart Order Router (“SOR”) will then cause the order to be automatically routed to whatever order book offers best Total Consideration. Total Consideration means for a buy order, the purchase price paid by you in respect of the execution of your order, plus transaction costs and for a sell order, the sale price received by you in respect of the execution of your order less transaction costs.

In executing the order, cost differences will be ignored – that is, the client will pay the same brokerage (total transaction cost) irrespective of the order book in which the order is executed and irrespective of whether the relevant order book offers higher or lower execution costs in relation to the execution of a particular client’s order.

Best Execution Disclosure Document

Differences in order execution costs will, in any event, not be material in relation to retail clients (and will not be material in relation to the majority of orders placed by wholesale clients).

Any savings generated to Euroz Hartleys as a result of executing an order in one order book as opposed to another will be reflected in the overall level of brokerage charged by Euroz Hartleys to its clients (that is, savings will ultimately result in the overall level of brokerage being paid by all of Euroz Hartleys clients, being lower).

4. HANDLING OF CLIENT ORDERS - WHOLESALE

Wholesale client orders can be received via phone, fax, email, IRESS and the Bloomberg systems. Upon receipt of an order a trading record will be completed. The order will then be executed by the Adviser using Euroz Hartleys IRESS BMR system or TradeCentre SOR. With respect to each wholesale order, in the vast majority of cases, the client will instruct Euroz Hartleys as to how the order is to be executed taking account of the following factors:

- 1) price;
 - 2) costs;
 - 3) total consideration;
 - 4) speed;
 - 5) likelihood of execution; or
- any other relevant outcome, or any combination of these outcomes.

Where a wholesale client has not given an instruction with regards to best execution, Euroz Hartleys will take reasonable steps to obtain the best outcome for the client having regard to the factors listed above.

5. DIFFERING TRADING HOURS

In relation to retail orders, orders will be executed via either the BMR or SOR in whatever order books are available at the time that the order is received. In this regard, Euroz Hartleys has taken the view that:

- 1) when an order book is not available, the liquidity that was available on that order book tends to migrate to other order books such that the overall liquidity available to the client is not adversely affected (particularly in the context of the usual size of retail orders) when one or more order book is not open for trading; and

- 2) in view of the issue referred to at subparagraph (1), Euroz Hartleys has taken the view that it is not necessary to consider whether best Total Consideration could be achieved by delaying the execution of an order until all order books are available.

In relation to orders placed by wholesale clients, orders will be executed in accordance with the client's instructions as to whether the client wishes an order to be held until all order books are available (wholesale clients will usually be aware whether or not all order books are available for trading at the time that an order is placed). If the client does not provide those instructions when the order is placed, the client must be informed that all order books are not available and be asked to provide instructions as to whether the relevant order should be held until all order books are available or be executed immediately.

If requested to do so, the Adviser will provide advice as to whether the client's objectives can best be achieved by holding the execution of an order or executing the order immediately.

6. DIFFERENT OPENING AND CLOSING MECHANISMS

With respect to orders placed by retail clients, orders will be routed by the BMR to the market that offers best execution (best Total Consideration) at the time that the order is placed.

With respect to orders placed by wholesale clients, orders will be executed in accordance with the client's instructions via either the IRESS BMR or TradeCentre SOR. In the unusual event that the client is not aware that different opening and closing mechanisms apply to the order being placed by the client, the client must be informed that such a situation applies to the client's order and be requested to provide instructions as to which order book(s) the order is to be sent for execution. If requested to do so, the Adviser will provide advice to the client as to how the client's objectives can best be achieved.

7. PRICE MOVEMENT AFTER ORDER TRANSMITTED

With respect to orders placed by both retail and wholesale clients that are being executed by way of the BMR or SOR, the BMR or SOR can, after an order has been placed, move an order from one order book to another book should it become apparent that best Total Consideration can be achieved by executing the order in the other order book.

Best Execution Disclosure Document

With respect to orders that have been placed by a client that are being worked by an Adviser the Adviser can see a consolidated version of each order book on their workstation. In this regard, should it become apparent that best execution can be achieved (this being a concept that takes account of price, speed and execution certainty as these concepts apply to the particular order placed by the client) by removing an order from one order book and entering it into another, the Adviser must cause this to occur. This process (depending on the client's instructions) will occur without further instructions from the client via normal use of the BMR or SOR.

8. MARKET OUTAGES

In accordance with the matters set out above, when an outage occurs with respect to one order book, the liquidity on that order book tends to migrate to other order books. In this regard, with respect to orders placed by both retail and wholesale clients, the BMR or SOR will route orders to whatever order books that are operating on the basis that best. Total Consideration will be achieved whether or not all order books are operating.

With respect to orders placed by wholesale clients (wholesale clients will almost invariably be aware that there has been a market outage), the client will provide its instructions as to whether an order is to be held until all order books are available or whether an order is to be executed immediately. In the unlikely event that a wholesale client is not aware that a market outage has occurred, the client must be informed of this fact and be requested to provide instructions as to how the relevant order is to be executed. If requested to do so, Advisers will provide advice as to how the client's objectives can be achieved.

9. LIMIT ORDERS

With respect to Limit Orders the BMR or SOR will route limit orders to the order book where best Total Consideration will be achieved.

10. TRANSMISSION OF ORDERS

In accordance with the matters set out above:

- 1) orders placed by retail and wholesale clients will be executed by entering the order into IRESS or TradeCentre where it will be routed by the IRESS BMR or TradeCentre SOR to the order book where best Total Consideration can be achieved; and

- 2) orders placed by wholesale clients will be executed in accordance with instructions given by the client (provided by the client either with or without a request for instructions being made by the Adviser). Regarding orders executed pursuant to a pre-trade transparency exception and in accordance with the matters set out above, Euroz Hartleys does not operate any form of automated crossing system. Euroz Hartleys will execute crossings on behalf of retail and wholesale clients.

Crossings must be conducted in accordance with the Rules.

Orders, other than those to be executed by way of a crossing, that fall within a pre-trade transparency exception will be executed where the order falls within an exception provided by Part 6.1.1 of the Rules and the client requests that the order be executed pursuant to a pre-trade transparency exception rather than the order being executed in an order book.

In summary the BMR is configured as follows:

- 1) The IRESS BMR provides order optimisation and execution on multiple venues in conjunction with the IOS+ platform.
- 2) IOS+ and the BMR provide a number of automated execution algorithms which maximise the benefits of multiple execution venues. For clients it means achieving best execution across multiple venues. There are three primary algorithms that the BMR can utilise upon instruction from the Designated Trading Representative. These are Spray, Sway and Sweep
 - The Spray function sends multiple orders across all order books, through multiple price levels, with immediate execution and the routing of any remaining volume to ensure market priority.
 - The Sway function sends orders to multiple order books simultaneously at the top price level. Pricing for the orders are updated as they are executed and new orders are then sent where appropriate.
 - The Sweep function sequentially sends an order to each order book to execute at the best price, attempting to fill as much of the order as possible from the preferred order book (including icebergs) before continuing to the next chosen order book.

Depending on liquidity, price and the client's instructions with regard to the speed of execution, the three different execution algorithms may be appropriate at different times. For example, if the client wishes to execute immediately without a price limit the Spray function would be appropriate as it seeks out the best price across all order books. If the client wished to execute at a specific limit, then the Sway function would be appropriate as it will seek out liquidity across all order books within the pricing parameters. If the client had a preference to execute on one order book over another, the Sweep function would be appropriate as it will seek liquidity in the preferred order book first before searching other order books.

In summary the TradeCentre SOR is configured as follows:

- 1) The TradeCentre SOR is an order routing module that manages the flow of all orders initiated within TradeCentre on multiple venues in conjunction with the TradeCentre platform.
- 2) The TradeCentre SOR also provides a number of automated execution algorithms which maximise the benefits of multiple execution venues. For clients it means achieving best execution across multiple venues. There are three primary algorithms that the SOR can utilise upon instruction from the Adviser. These are Sweep, Spray and Slice and Spray.
 - The Sweep strategy sequentially sends out orders to markets to execute at the best price possible without a tradethrough. It attempts to fill as much of the order as possible from the targeted venues before continuing on to the next venue.
 - The Spray strategy use 'spray' routing where orders are simultaneously sent to all lit venues. SORs simultaneously attempt to hit all pools of liquidity at once.
 - In a Slice & Spray order the SOR disregards any icebergs and routes directly to the maximum available depth to complete the order. The effect of this accelerated strategy is that any resting/residual balance will be more efficiently posted to market so as to optimize priority in the depth queue.

11. MONITORING AND REVIEW

Euroz Hartleys will monitor the effectiveness of its order execution arrangements and Best Execution Policy in order to identify and, where appropriate, incorporate any amendments to procedures. Euroz Hartleys will assess, on a regular basis, whether the Execution Venues included in our Best Execution Policy provide for the best possible result for our clients or whether Euroz Hartleys needs to make changes to its execution arrangements.

We will review our order execution arrangements and Best Execution Policy at least annually or whenever a material change occurs that affects our ability to continue to obtain the best possible result for the execution of client orders on a consistent basis using the venues included in this Best Execution Policy. Euroz Hartleys will notify you of any material changes to its order execution arrangements or Best Execution Policy as described above by posting the information on our website www.eurozhartleys.com.

1. APPLICATION OF ASX OPERATING RULES

The Client and the Trading Participant are bound by the ASX Operating Rules of ASX Limited (“ASX”), the Corporations Act and the Procedures, customs, usages and practices of ASX and its related entities, as amended from time to time, in so far as they apply to ASX BookBuild and any allocation of Financial Products in an offer on ASX BookBuild.

2. RIGHT TO REFUSE TO DEAL

The Client acknowledges that the Trading Participant may at any time refuse to deal in, or may limit dealings in, the Financial Products offered under ASX BookBuild for the Client. The Trading Participant is not required to act in accordance with the Client’s instructions, where to do so would constitute a breach of the ASX Operating Rules or the Corporations Act. The Trading Participant will notify the Client of any refusal or limitation as soon as practicable.

3. OFFERS IN THE U.S. OR TO U.S. PERSONS WHERE TERMS OF OFFER ARE SILENT

If the terms of the offer are silent on whether offers and issues of Financial Products are prohibited in the United States or to U.S. persons, then the Client acknowledges that the following terms of the offer will apply:

- (a) The Financial Products have not been, and will not be, registered under the US Securities Act of 1933 (the US Securities Act), and may not be offered, sold or resold in the United States, or to or for the account or benefit of U.S. persons, except in accordance with an exemption from, or in a transaction not subject to, the registration requirements of the US Securities Act;
- (b) Expressions used but not defined in these terms have the meanings set forth in Regulation S under the US Securities Act.

4. WARRANTY

When the Client instructs a Trading Participant to enter a Bid in an offer of Financial Products the Client warrants that:

- (a) it is aware of and agrees to:
 - (i) the Investment Cap; and
 - (ii) the terms of the offer;
- (b) it is entitled, under:
 - (i) the Investment Cap; and
 - (ii) the terms of the offer,

to enter that Bid and to subscribe for any Financial Products allocated to it under ASX Operating Rule 4930.

5. ALLOCATION

The Client acknowledges that where it has received an allocation of Financial Products as a result of a Bid entered by the Trading Participant on its behalf for the allocation of the relevant Financial Products under the applicable offer it has an obligation to subscribe for the number of Financial Products allocated to it at the final BookBuild Price on the terms of that offer.

6. DIVERSTMENT

When the Client:

- (a) has received an allocation of Financial Products in an offer on ASX BookBuild which represents a percentage of Financial Products in that offer which exceeds the Investment Cap; or
- (b) has received an allocation of Financial Products in an offer on ASX BookBuild which results, or together with allocations to other persons result, in the voting power in the BookBuild Issuer of the Client or any other person increasing from a percentage at or below the Investment Cap to a percentage above the Investment Cap, the Client acknowledges that such allocation was outside of the parameters established by the BookBuild Issuer for the offer on ASX BookBuild and that the BookBuild Issuer may, at its election, require that the client divest such number of Financial Products allocated in the offer on ASX BookBuild up to the number required for the relevant person to no longer exceed the Investment Cap.

For the purposes of this clause 6, a person’s voting power in the BookBuild Issuer has the meaning given by s610 of the Corporations Act.

The Client acknowledges that damages are not an adequate remedy for a breach of clause 4 and that the Bookbuild Issuer can require specific performance of this clause 6.

7. ENFORCEABILITY BY BOOKBUILD ISSUER

The Client acknowledges that the warranties and acknowledgments in clauses 4, 5 and 6 above can be enforced by the BookBuild Issuer.

8. EFFECT OF TERMINATION

Termination does not affect the existing rights and obligations of the Client or the Trading Participant at termination.

9. REVISED TERMS PRESCRIBED BY ASX

If ASX prescribes amended minimum terms for a BookBuild Client Agreement for the purposes of the Rules (the “New Terms”), to the extent of any inconsistency between these minimum terms and the New Terms, the New Terms will override the terms of the ASX BookBuild Client Agreement and apply as if the Client and the Trading Participant had entered into an agreement containing the New Terms.

10. TRADING PARTICIPANT TO PROVIDE CLIENT WITH COPY OF CHANGES

The Trading Participant will provide a copy of the New Terms to the Client as soon as practicable after ASX prescribes the New Terms.

1. INTERPRETATION

Any term used in this Agreement which is defined in the ASX Settlement Operating Rules has the meaning given in the Rules. (Should you require a copy of these definitions please contact your Sponsoring Participant). In this agreement, Euroz Hartleys Limited is referred to as the "Participant" and the Client is referred to as the "Participant Sponsored Holder". These terms are defined in the Rules.

2. MANDATORY PROVISIONS

2.1 PARTICIPANT RIGHTS

- 2.1.1 The Participant Sponsored Holder is entitled to receive a copy of the executed sponsorship agreement. If you wish to receive a copy, please contact us.
- 2.1.2 Where the Participant Sponsored Holder authorises the Participant to buy Financial Products, the Participant Sponsored Holder will pay for those Financial Products within two Business Days of the date of purchase.
- 2.1.3 Subject to Clause 2.1.4, the Participant is not obliged to Transfer Financial Products into the Participant Sponsored Holding, where payment for those Financial Products has not been received, until payment is received.
- 2.1.4 Where a contract for the purchase of Financial Products remains unpaid, after the Participant has made a demand of the Participant Sponsored Holder to pay for the Financial Products, the Participant may sell those Financial Products that are the subject of that contract at the Participant Sponsored Holder's risk and expense and that expense will include brokerage and stamp duty.
- 2.1.5 Where the Participant claims that an amount lawfully owed to it has not been paid by the Participant Sponsored Holder, the Participant has the right to refuse to comply with the Participant Sponsored Holder's Withdrawal Instructions, but only to the extent necessary to retain Financial Products of the minimum value held in a Participant Sponsored Holding (where the minimum value is equal to 120% of the current market value of the amount claimed).

2.2 PARTICIPANT SPONSORED HOLDER'S RIGHTS

- 2.2.1 Subject to Clauses 2.1.3 and 2.1.4, the Participant will initiate any Transfer, Conversion or other action necessary to give effect to Withdrawal Instructions within two (2) Business Days of the date of the receipt of the Withdrawal Instructions.
- 2.2.2 The Participant will not initiate any Transfer or Conversion into or out of the Participant Sponsored Holding without the express authority of the Participant Sponsored Holder.
- 2.2.3 The regulatory regime which applies to the Participant is the regime established under the Corporations Act and Corporations Regulations, and rules of the Australian Securities Exchange ("ASX") and the Australian Securities and Investment Commission ("ASIC"), including the ASIC Market Integrity Rules, the ASX Settlement Operating Rules and the ASX Clear Operating Rules. The Participant Sponsored Holder can obtain information as to the status of the Participant from the relevant regulatory authorities, including the ASIC, ASX, ASX Settlement Pty Ltd and ASX Clear Pty Ltd.
- 2.2.4 The Participant Sponsored Holder may lodge a complaint against the Participant with ASIC, ASX, ASXS, ASXC or the Australian Financial Complaints Authority ('AFCA'). The Participant Sponsored Holder may lodge any claim for compensation with the Participant in the first instance, and if not satisfied with the Participant's response, may refer the claim to AFCA. The Participant Sponsored Holder may lodge any claims in relation to the National Guarantee Fund with the Securities Exchange Guarantee Corporation Limited.

3. OTHER RIGHTS AND DUTIES

3.1 SUPPLY OF INFORMATION

- 3.1.1 The Participant Sponsored Holder will supply all information and supporting documentation which is reasonably required to permit the Participant to comply with the registration requirements, as are in force from time to time, under the ASX Settlement Operating Rules.

3.2 EXCHANGE TRADED OPTIONS, PLEDGING AND SUB-POSITIONS

3.2.1 Where the Participant Sponsored Holder arranges with ASX Clear to lodge Financial Products in a Participant Sponsored Holding as Derivatives Cover, and informs the Participant Sponsored Holding:

- a) authorises the Participant to reserve the Financial Products in the ASX Clear Subposition so that the Financial Products come under the control of ASX Clear and are subject to the security interest granted in favour of ASX Clear to secure the performance by the relevant Clearing Participant of its obligations to ASX Clear under and in accordance with ASX Clear Operating Rule 14.6.7;
- b) authorises any subsequent dealing (including, without limitation, any transfer) of the reserved Financial Products in accordance with the Rules and ASX Clear Operating Rules;
- c) acknowledges that the Financial Products will remain subject to that security interest for so long as those Financial Products remain reserved in the ASX Clear Subposition in accordance with ASX Clear Operation Rule 14.6.7; and
- d) authorises the Participant to take whatever other action is reasonably required by ASX Clear in accordance with the Rules to give effect to that arrangement.

3.3 FEES

3.3.1 The Participant Sponsored Holder will pay all Brokerage fees and associated transactional costs within the period prescribed by the Participant.

4. MANDATORY NOTIFICATIONS AND ACKNOWLEDGMENTS

- 4.1 The Participant Sponsored Holder acknowledges that if the Participant is not a Market Participant of an Approved Market Operator, neither the Approved Market Operator nor any Related Party of the Approved Market Operator has any responsibility for regulating the relationship between the Participant Sponsored Holder and the Participant, other than in relation to the Rules relating to Sponsorship Agreements.
- 4.2 The Participant Sponsored Holder acknowledges that if a Transfer is taken to be effected by the Participant under Section 9 of the ASX Settlement Operating Rules and the Source Holding for the Transfer is a Participant Sponsored Holding under the Sponsorship Agreement, then:
 - a) the Participant Sponsored Holder may not assert or claim against ASX Settlement or the relevant Issuer that the Transfer was not effected by the Sponsoring Participant or that the Sponsoring Participant was not authorised by the Participant Sponsored Holder to effect the Transfer; and
 - b) unless the Transfer is also taken to have been effected by a Market Participant of an Approved Market Operator or a Clearing Participant of ASX Clear, the Participant Sponsored Holder has no claim arising out of the Transfer against the compensation arrangement applicable to the Approved Market Operator or the Clearing Participant of ASX Clear under the Corporations Act and Corporations regulations.
- 4.3 In the event that the Participant breaches any of the provisions of this Agreement, the Participant Sponsored Holder may refer that breach to any regulatory authority, including ASX Settlement.

- 4.4 In the event that the Participant is suspended from CHES participation, subject to the assertion of an interest in Financial Products controlled by the Participant, by the liquidator, receiver, administrator or trustee of that Participant:
- a) the Participant Sponsored Holder has the right, within twenty (20) Business Days of ASX Settlement giving Notice of suspension, to give notice to ASX Settlement requesting that any Participant Sponsored Holdings be removed either:
 - (i) from the CHES Subregister; or
 - (ii) from the control of the suspended Participant to the control of another Participant with whom they have concluded a valid Sponsorship Agreement pursuant to Rule 12.19.10; or
 - b) where the Participant Sponsored Holder does not give notice under Clause 4.4.(a), ASX Settlement may effect a change of Controlling Participant under Rule 12.19.11. and the Participant Sponsored Holder will be deemed to have entered into a new Sponsorship Agreement with the substitute Participant on the same terms as the existing Sponsorship Agreement. Where a Participant Sponsored Holder is deemed to have entered into a Sponsorship Agreement, the new Participant must enter into a Sponsorship Agreement with the Participant Sponsored Holder within ten (10) Business Days of the change of Controlling Participant.
- 4.5 The Participant Sponsored Holder acknowledges that before the Participant Sponsored Holder executed the Sponsorship Agreement, the Participant provided the Participant Sponsored Holder with an explanation of the effect of the Sponsorship Agreement and that the Participant Sponsored Holder understood the effect of the Sponsorship Agreement.
- 4.6 The Participant Sponsored Holder acknowledges that in the event of the death or bankruptcy of the Participant Sponsored Holder, a Holder Record Lock will be applied to all Participant Sponsored Holdings in accordance with the ASX Settlement Operating Rules, unless the Participant Sponsored Holder's legally appointed representative or trustee elects to remove the Participant Sponsored Holdings from the CHES Subregister.
- 4.7 The Participant Sponsored Holder acknowledges that in the event of the death of the Participant Sponsored Holder, this Sponsorship Agreement is deemed to remain in operation, in respect of the legally appointed representative authorised to administer the Participant Sponsored Holder's estate, subject to the consent of the legally appointed representative, for a period of up to three calendar months after the removal of a Holder Record Lock applied pursuant to Clause 4.6.
- 4.8 The Participant Sponsored Holder irrevocably authorises the Participant to insert the Holder Identification Number and pending receipt of the irrevocable authorisation the Participant Sponsored Holder acknowledges that the Participant will insert the allocated Holder Identification Number. The Participant undertakes to notify the Participant Sponsored Holder of the Holder Identification Number as soon as the account is issued.
- FOR JOINT HOLDINGS ONLY**
- 4.9 The Participant Sponsored Holder acknowledges that in the event of the death of one of the Holders, the Participant will transfer all Holdings under the joint Holder Record into new Holdings under a new Holder Record in the name of the surviving Participant Sponsored Holder/s, and that this Sponsorship Agreement will remain valid for the new Holdings under the new Holder Record.
- 4.10 The Participant Sponsored Holder acknowledges that in the event of the bankruptcy of one of the Holders the Participant will:
- a) unless the legally appointed representative of the bankrupt Participant Sponsored Holder elects to remove the Participant Sponsored Holdings from the CHES Subregister, establish a new Holder Record in the name of the bankrupt Participant Sponsored Holder, transfer the interest of the bankrupt Participant Sponsored Holder into new Holdings under the new Holder Record and request that ASX Settlement apply a Holder Record Lock to all Holdings under that Holder Record; and
 - b) establish a new Holder Record in the name(s) of the remaining Participant Sponsored Holder(s) and Transfer the interest of the remaining Participant Sponsored Holder(s) into new Holdings under the new Holder Record.

5. CHANGE OF CONTROLLING PARTICIPANT

- 5.1 If the Participant Sponsored Holder receives a Participant Change Notice from the Controlling Participant of the Participant Sponsored Holding and the Participant Change Notice was received at least 20 Business Days prior to the date proposed in the Participant Change Notice for the change of Controlling Participant, the Participant Sponsored Holder is under no obligation to agree to the change of Controlling Participant, and may choose to do any of the things set out in clauses 5.2 or 5.3.
- 5.2 The Participant Sponsored Holder may choose to terminate the Agreement by giving Withdrawal Instructions under the ASX Settlement Rules to the Controlling Participant, indicating whether the Participant Sponsored Holder wishes to:
- transfer its Participant Sponsored Holding to another Controlling Participant; or
 - transfer its Participant Sponsored Holding to one or more Issuer Sponsored Holdings.
- 5.3 If the Participant Sponsored Holder does not take any action to terminate the agreement in accordance with 5.2 above, and does not give any other instructions to the Controlling Participant which would indicate that the Participant Sponsored Holder does not agree to the change of Controlling Participant then, on the Effective Date, the Agreement will have been taken to be novated to the New Controlling Participant and will be binding on all parties as if, on the Effective Date:
- the New Controlling Participant is a party to the Agreement in substitution for the Existing Controlling Participant;
 - any rights of the Existing Controlling Participant are transferred to the New Controlling Participant; and
 - the Existing Controlling Participant is released by the Participant Sponsored Holder from any obligations arising on or after the Effective Date.
- 5.4 The novation in clause 5.3 will not take effect until the Participant Sponsored Holder has received a notice from the New Controlling Participant confirming that the New Controlling Participant consents to acting as the Controlling Participant for the Participant Sponsored Holder. The Effective Date may as a result be later than the date set out in the Participant Change Notice.

- 5.5 The Participant Sponsored Holder will be taken to have consented to the events referred to in clause 5.4 by the doing of any act which is consistent with the novation of the Agreement to the New Controlling Participant (for example by giving an instruction to the New Controlling Participant), on or after the Effective Date, and such consent will be taken to be given as of the Effective Date.
- 5.6 The Agreement continues for the benefit of the Existing Controlling Participant in respect of any rights and obligations accruing before the Effective Date and, to the extent that any law or provision of any agreement makes the novation in clause 5.3 not binding or effective on the Effective Date, then the Agreement will continue for the benefit of the Existing Controlling Participant until such time as the novation is effective, and the Existing Controlling Participant will hold the benefit of the Agreement on trust for the New Controlling Participant.
- 5.7 Nothing in this clause 5 will prevent the completion of CHES transactions by the Existing Controlling Participant where the obligation to complete those transactions arises before the Effective Date and the Agreement will continue to apply to the completion of those transactions, notwithstanding the novation of the Agreement to the New Controlling Participant under this clause 5.

6. CLAIMS FOR COMPENSATION

- 6.1 The following compensation arrangements apply to the Participant Sponsored Holder. The Participant has professional indemnity insurance arrangements in place that satisfy the requirements for compensation arrangements under s912B of the Corporations Act.
- 6.2 If the Participant breaches a provision of this Agreement and the Participant Sponsored Holder makes a claim for compensation pursuant to that breach, the ability of the Participant to satisfy that claim will depend on the financial circumstances of the Participant.
- 6.3 If a breach by a Participant of a provision of this Agreement falls within the circumstances specified in the compensation arrangements applicable to the Approved Market Operator or the Clearing Participant of ASX Clear under the Corporations Act and Corporations Regulations, a Participant Sponsored Holder may make a claim under the relevant compensation arrangements specified under Part 7.5 of the Corporations Regulations.

7. TERMINATION

- 7.1 Subject to the ASX Settlement Operating Rules, this Agreement will be terminated upon the occurrence of any of the following events:
- a) by notice in writing from either the Participant Sponsored Holder or the Participant to the other party to the Agreement;
 - b) upon the Participant becoming insolvent;
 - c) upon the termination or suspension of the Participant; or
 - d) upon the giving of Withdrawal Instructions by a Participant Sponsored Holder to a Controlling Participant in accordance with Rule 7.1.10(c).
- 7.2 Termination under Clause 7.1(a) will be effective upon receipt of Notice by the other party to the Agreement.

8. VARIATION

- 8.1 Should any of the provisions in this Agreement be inconsistent with the provisions in the ASX Settlement Operating Rules, the Participant will, by giving the Participant Sponsored Holder not less than 7 Business Days written Notice, vary the Agreement to the extent to which in the Participant's reasonable opinion is necessary to remove any inconsistency.
- 8.2 Subject to clause 8.1, the Participant reserves the right to vary this Agreement at any time by giving the Participant Sponsored Holder not less than 7 Business Days notice of the variation, in writing, by email or through a notice posted on the Participant's website.

EXPLANATION OF THE TERMS OF THE CHES SPONSORSHIP AGREEMENT

This explanation of the terms of the CHES Sponsorship Agreement provides you with an outline of the main terms of the CHES Sponsorship Agreement. Please also read the CHES Sponsorship Agreement. It is important that you read this document and understand its contents before agreeing to be bound by its terms and conditions. However, if there is anything you do not understand after reading this explanation and the Agreement, we encourage you to contact your Adviser on (08) 9268 2888.

To be able to use CHES to facilitate settlement of your trades and to maintain details of your holdings on an ongoing basis, you need to be sponsored in CHES by a broker. Within CHES, your financial products are identified by your Holder Identification Number (HIN). You need to make sure that all information you have given to us is accurate and that you remember to advise us if there are any changes. We are allowed to use this information in certain circumstances.

If you fail to settle a financial product buy transaction within the period specified on the contract note issued to you, Euroz Hartleys is entitled to sell sufficient of your financial products to reimburse it for the amount owing.

Renounceable rights that relate to the financial products on your HIN will be treated in the same manner as the financial products themselves. You can give us instructions at any time to withdraw your financial products from those CHES holdings. Provided you have met all your obligations, we will comply with your instructions. If you have not met all your obligations to pay money to us, we can retain your financial products to a maximum value of 120% of the amount owing.

Either of us can terminate the Sponsorship Agreement by notice in writing. Termination of the Agreement will be effective upon receipt of notice by the other party to the Agreement. If we breach the Agreement, you can refer the breach to a regulatory authority. You also have certain rights if we are suspended from CHES participation.

Our ability to meet any claim you make on us will depend, amongst other things, on our financial circumstances at the time the claim is made. We will rely, to the extent possible, on the cover we have under our professional indemnity insurance policy. You may be entitled to make a claim on the National Guarantee Fund.

The Agreement also sets out what happens in the event of your death or bankruptcy, or that of the other account holders if your account is in joint names.

Under the Agreement, we are entitled to charge you the fees that CHES charges us or for information we obtain at your request. The terms of the Agreement can be varied by us giving you notice and are subject to the Rules.

Should you require further explanation relating to the effect of the Sponsorship Agreement, please contact your Adviser on (08) 9268 2888.

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